Te Aka Ora Charitable Trust

Policies & Procedures
Te Aka Ora

Reviewed 2024

NB: This document is reviewed and updated regularly throughout the year

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Te Aka Ora Charitable Trust

Introduction

Welcome

Policy Ref
PN0076

Policy
Welcome

Description
"Ko ahau te Aka Ora, ko koutou ngā manga" (Jn 15:5a)

Welcome to Te Aka Ora Charitable Trust (Te Aka Ora). The policies and procedures provided are designed to guide representatives of this organisation to determine decisions for actions and all major activities that are undertaken in the name of Te Aka Ora Charitable Trust.

Policies and procedures for all organisations also provide safety guidelines and rules in which the organisation can reach short, medium and long term goals.

Te Aka Ora has consistently had long term goals of growth and a strong desire to provide best practice guidelines for the safety and benefit of the community we serve, the organisations we collaborate with and the people resources we have within our core services.

The framework of the policies and procedures that follow are built on a foundation that has remained solid whilst also growing to cover legislation changes in the services we deliver.

Purpose
The Policies and Procedures that follow have been developed to assist staff, management and stake holders to get to know and understand the history and intent behind the mission, values and vision of Te Aka Ora Charitable Trust.

We are committed to support our core, non-core workers at all levels to develop professional skills of best practice for the benefit of children and young people, our key stakeholders, internally and externally within our community and the wider region.

Scope
Te Aka Ora policies, procedures and principles can be accessed by all staff and stakeholders including updates with legislation requirements outlined in Section 6 of the Children Young Persons and their Families Act 1989.

As a living document it is important to note that the policies and procedures within the current framework is not limited to what it currently holds, but will be a continuing process of development and implementation and review as legislation, contract variations and day to day operations dictate.

Procedure
Te Aka Ora Charitable Trust will at times modify, revise or supplement policies and portions of this document as appropriate.

Employees will be notified of changes as they occur via email and Trust announcements. The revised manual will be available on the shared drive.

Every effort has been made to ensure that the information contained in this document are as complete and up-to-date as has been made possible to date. However, in the event questions and situations that are not covered arise, you should seek support from your manager.

All employees need to take responsibility for being familiar with the guidelines provided to work to its spirit and intent. Suggestions regarding topics for inclusion are welcome and employees are encouraged to refer any recommendations to their managers in the first instance.

It is our sincere wish that you gain pleasure and reward from your employment or engagement with Te Aka Ora and that our association will be a long and happy one.

Board of Trustees
Te Aka Ora Charitable Trust

This document is controlled

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Trust Overview

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Policy
Trust Overview

Description
Te Aka Ora Charitable Trust has guidelines for the entire organisation ensuring the objectives of the Trust remain as per those of the Trust Deed 30 May, 2005.

The organisation's objectives have evolved to encompass child-focussed and client-centred services being provided in the Tairawhiti region via the social needs arm of Te Hui Amorangi ki Te Tairawhiti.

Te Hui Amorangi was established pursuant to the Constitution and Canons of the Anglican Church in Aotearoa, New Zealand and Polynesia.

Purpose
The purpose of this policy is to explain the objectives of the Trust which are as follow:

1. To undertake, encourage and assist in the alleviation of poverty for individuals, whānau and communities with particular emphasis on the spiritual, cultural and educational aspects of their development within the Tairawhiti region;
2. To provide Christian ministry that is consistent with Tikanga Maori and the ethos of the Church, but that seeks at all times to learn from and co-operate with other cultures and faiths;
3. To uphold Te Tiriti o Waitangi as the basis for development of society in Aotearoa / New Zealand;
4. To do all such things as are incidental to or will further be conducive to the attainment of the foregoing objects or any of them, provided that nothing here into before contained shall authorise any objects that is not charitable in law.

Scope
In its works to attain its objectives the Trust

1. May initiate, organise and facilitate activities to promote the spiritual, cultural, social, economic, political and physical wellbeing of whānau;
2. May co-operate with other organisations having similar objectives or purposes;
3. May raise funds or initiate appeals to assist in achieving the Trust's objectives;
4. Shall recognise the views, aspirations and expectations of tangata whenua.

Procedure
Te Aka Ora Charitable Trust was established in early 2005 to build upon the services previously provided by Te Ora Hou Te Tairawhiti Incorporated and to bring about the next phase of development that Te Ora Hou had commenced as a community-based Christian Youth Group in the early 1990s in Kaiti, Gisborne.

The organisation under Te Ora Hou was approved as a contracting organisation to the Department of Oranga Tamariki and the Ministry of Education in 2001, continuing on to evolve from a purely volunteer based organisation to having a staff of 22 and combined annual revenues of around $2 million.

At 2018 Te Aka Ora is an MSD Accredited Level 1 Provider and licenced Early Childhood Centre under the Ministry of Education regulations.

Our Mission

"To support whānau to identify their strengths and assets and to meet their own needs, and to work with others to mobilise resources that may help realise the inherent potential in the communities we serve"

Te Aka Ora Charitable Trust's mission is delivered using child and client-centred services which have a focus in treating people with respect and delivers services in a manner that has regard for their dignity, privacy, and independence with the focus of safety of the child being of paramount importance across the entire organisation.

Our Vision

In everything we do, we Te Aka Ora to embody the qualities of Mihingaretanga - the love, faith and hope modelled by Te Karaiti:

"Ko ahau te Aka Ora, ko koutou nga manga" (Jn 15:5a)
I am the Vine of Life, you are the branches

Our goal is to see sustainable transformation in ourselves and in the individuals, whānau and communities we serve, built on life-giving relationships with God and neighbour.

In order to achieve this, we will consistently Te Aka Ora to focus the way we work, both internally and in our external relationships. By providing social services of safety and protection for all children and support to the most vulnerable within our community. This will be achieved through effective brokering of healthy relationships to access health services, education and housing opportunities externally, whilst continuing to improve and grow our own services in these areas.

For Te Aka Ora, this means that we will:

- Treat all users of our services as valued clients and act accordingly.
- Value the efforts of our employees and recognise them accordingly.
- Develop supporting business plans to achieve this change.

For our clients, this means that our business processes will:

- Be accessible to all.
- Be transparent and open.
- Be timely and responsive.

We will deliver these business processes through being:

- Professional in everything we do.
- Efficient and ethical.
- Recognised as a preferred employer within the wider business community.

Office Locations

Our head office is located at 9 Temple Street, Gisborne
Our branch offices are located at:

- Teen Parent Unit: Te Whare Whai Hua, Lytton High School, Nelson Rd, Gisborne
- Te Aka Ora House: 232 Rutene Road, Kaiti, Gisborne

Our Values

Our values are the guiding principles against which we measure the choices we make. They reflect our aspirations for the future of the whānau and communities we serve. We expect that they will remain unchanged over the life of the organisation:

Aroha

Everything we say and do as individuals and as an organisation is grounded in love: "*e akiakina ana hoki matou e te aroha o te Karaiti".*

As one reflection of this, we are committed to maintaining honest, respectful and sustained communication between ourselves, our community and other stakeholders.

Oranga

We aspire to enjoy *oranga* in its widest and most holistic sense for ourselves and those we serve: a vibrant spirit, a healthy body, an enquiring mind, a peaceful heart, valued connections with others, a place to belong, space to grow and reflect, meaningful work and activities, and sufficient resources to be comfortable and to make a contribution to the world around us.

Manaakitanga

We recognise the mana inherent in all people, regardless of their gender, age, sexual orientation, religious, social, political, economic or cultural status, and we are careful to ensure that our actions enhance and nurture our own mana and the mana of those around us.

We affirm all that is good and healthy in our whakapapa as Maori (and non-Maori), we are blind to ethnicity and other "labels" in the services we deliver.

Whanaungatanga

We nurture and enjoy a sense of interconnectedness and trust amongst ourselves and those whom we serve. We recognise the common humanity and whakapapa of all people, especially those who may seem different to us.

We value the role of whānau and the unique responsibilities of parenting in the sustenance of a healthy society.

Mauri

We want our activities, services and partnerships to be innovative, creative and flexible in order to maximise the support available to the whānau and communities we serve.

We follow the principled example of Ihu Karaiti in speaking and acting courageously, without regard for what is fashionable and popular or other artificial constraints. We rest in the knowledge that our future is determined through relationship and connectedness to God and neighbour.

Desired Future

The fourth and final part of our vision is a picture of what the future might look like if we achieve our primary goal. It is intended to function as a source of motivation and encouragement for everyone associated with Te Aka Ora.

- Key community health and wellbeing indicators are much better than national averages
- Key individual and whānau health and wellbeing indicators are much better than national averages
- Decisions about community wellbeing are made by an informed, compassionate and sustainable community, not by politicians or officials
- Justice is both done and seen to be done at a community level
- The physical environments of the communities we serve promote healthy families, sustainable lifestyles and community pride
- Key economic indicators are much better than national averages
- Individuals and whānau report a deep enjoyment in being a part of their communities
- Tamariki feel totally safe, loved and optimistic
- Young people realise their intellectual potential by making the most of educational and employment opportunities
- Kaumatua feel totally safe, respected and cared for
- Women feel free to realise their potential in their whānau and the wider cultural, economic and political life of the community
- Men feel free to realise their potential in their whānau and the wider cultural economic and political life of the community
- Whānau and communities feel linked to the rest of the world in meaningful ways that are mutually beneficial and actively contribute to greater freedom, justice and equity for the poor, the oppressed and the marginalised
- Te Aka Ora is recognised internationally as a pioneering social, economic and community development organisation that builds on demonstrated best practice in sustainable community transformation.

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Te Aka Ora Charitable Trust

Child Protection

Paramountcy of Child

Policy Ref
PN0087

Policy
Paramountcy of Child

Description
Te Aka Ora is guided by the Paramountcy Principle outlined in Section 6 of the Oranga Tamariki Act 1989, wherein "the welfare and interests of the child or young person" is our first and paramount consideration

Every child has the right to a life of safety, nurturing and protection in order for them to thrive, belong and achieve, allowing them to take advantage of the opportunities they need to succeed and reach their full potential. (Green Paper 2011)

Te Aka Ora has guidelines for all core and non-core representatives placing Paramountcy of the Child and Child Protection at the forefront of all we do.

Purpose
The purpose of these policies are to ensure all levels of the organisation understand that Child Protection practices keep children accessing our services and those we collaborate with safe this ensures that potential abuse and neglect, along with general concerns about child wellbeing, are identified and immediately and appropriately responded to.

Scope
Te Aka Ora Charitable Trust's Director of Service is the designated person for Child Protection within Te Aka Ora. The Director of Service shall be responsible for carrying out the responsibilities outlined in this policy.

The Director of Service, Chief Executives and the Board will be responsible for the maintenance and annual review of these policies.

This policy applies to all core and non-core representatives of Te Aka Ora. The requirement is to ensure the whole organisation understands the responsibility of each individual to protect all children that core and non-core workers may encounter, including siblings, the children of adults accessing Te Aka Ora services, as well as any other children and young person.

Representatives will not assume a responsibility beyond their level of experience or training. These policies provide a broad framework and expectations to protect children, including, but not limited to, staff and representative's behaviours in response to actual or suspected child abuse and neglect.

Procedure
Throughout New Zealand statutory and non-statutory agencies provide a network of mutually supportive services. It is important for Te Aka Ora to work with these services to respond to the needs of vulnerable children and whānau in a manner proportionate to the level of need and risk. Contact details for agencies and services in our community are provided as an appendix to this policy

To ensure that this organisation demonstrates continual improvement in child protection practice, we will work to maintain a good working relationship with child protection agencies. We will support our staff to protect

children from abuse by consulting with experts with specialist knowledge and providing the necessary training options.
We also commit to explore opportunities to work with other providers, including from other sectors, to develop a network of child protection practice in our community.

Definitions
For the purpose of these polices, the following definitions apply:

Child:
- Any child or young person aged under 17 years and who is not married or in a civil union relationship.

Child protection:
- Activities carried out to ensure that children are safe in cases where there is any form of suspected abuse or neglect or are at risk of abuse or neglect.

Designated person for child protection:
- The manager/supervisor or designated person responsible for providing advice and support to staff where they have a concern about an individual child or who want advice about child protection policy.

Disclosure:
- Information given to a staff member by a child, parent or caregiver or a third party in relation to abuse or neglect.

Ministry For Children –Oranga Tamariki
- The agency responsible for investigating and responding to suspected abuse and neglect and for providing care and protection to children found to be in need.

New Zealand Police:
- The agency responsible for responding to situations where a child is in immediate danger and for working with Oranga Tamariki in child protection work and investigating cases of abuse or neglect where an offence may have occurred.

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Child Rights

Policy Ref

PN0098

Policy

Child Rights

Description

Te Aka Ora has guidelines for all employees regarding Child Rights

Purpose

The purpose of this policy is to explain the general procedures relating to Child Rights and Te Aka Ora position in relation to these.

Scope

Children's rights are the human rights of children with particular attention to the rights of special protection and care afforded to minors. The Convention on the Rights of the Child (1989) (CRC) defines a child as any human person who has not reached the age of eighteen years. Children's rights includes their right to association with both parents, human identity as well as the basic needs for physical protection, food, universal state-paid education, health care, and criminal laws appropriate for the age and development of the child, equal protection of the child's civil rights, and freedom from discrimination on the basis of the child's race, gender, sexual orientation, gender identity, national origin, religion, disability, colour, ethnicity, or other characteristics. Interpretations of children's rights range from allowing children the capacity for autonomous action to the enforcement of children being physically, mentally and emotionally free from abuse, though what constitutes "abuse" is a matter of debate. Other definitions include the rights to care and nurturing. "There are no definitions of other terms used to describe young people such as "adolescents", "teenagers," or "youth" in international law,[4] but the children's rights movement is considered distinct from the youth rights movement.

Procedure

International Rights: Declaration of the rights of the Child (aka Geneva Rights of the Child)

1. The child must be given the means requisite for its normal development, both materially and spiritually.
2. The child that is hungry must be fed, the child that is sick must be nursed, the child that is backward must be helped, the delinquent child must be reclaimed, and the orphan and the waif must be sheltered and succoured.
3. The child must be the first to receive relief in times of distress.
4. The child must be put in a position to earn a livelihood, and must be protected against every form of exploitation.
5. The child must be brought up in the consciousness that its talents must be devoted to the service of its fellow men.
6. Te Aka Ora adheres to The Convention of the Rights of the Child and the Geneva Rights of the Child. This means the rights of the child accessing Te Aka Ora services comes first in all that we do.
7. All Te Aka Ora employees whether in direct contact with a child in Te Aka Ora services or not must adhere the rights of the child in all their daily work for Te Aka Ora.
8.

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Recognising Child Abuse

Policy Ref
PN0088

Policy
Recognising Child Abuse

Description
Te Aka Ora has guidelines regarding recognising Child Abuse because "People working with children and families everyday are best placed to notice if something isn't right. Training and education is key to reducing child abuse." (*Child Matters. Educating to Prevent Child Abuse, 2015*)

Purpose
The purpose of this policy is to explain the general procedures relating to recognising Child Abuse, ensure all core workers of Te Aka Ora are trained to identify and recognise Child Abuse in its many forms and can identify any factors that can lead to Child Abuse.

Scope
The Designated Person for Child Protection for Te Aka Ora is the Director of Service.

The Director of Service is responsible for ensuring that the procedure for reporting Child Abuse is effective and timely. If a member of staff has a Child Protection Concern, they must inform the Director of Service as soon as possible.

The following guidelines are to be adhered to by all managers, supervisors and employees to ensure that potential abuse and neglect, along with general concerns about child wellbeing, are identified and immediately and appropriately responded to.

Procedure
All core and non-core workers will become familiar with and always be guided by the Child Matters "How can I tell?" guide to Recognising Child Abuse.

All core workers will attend Child Matters' Child Protection Training, internal training sessions, be active participants in case management meetings and will utilise the guide on reflection of or during the process of completing whanau needs assessments and individual care plans where any child is involved.

To assist core workers in recognising, identifying and responding to child abuse concerns, a guideline of principles has been provided in Recognising and Identifying Abuse & Neglect:

RECOGNISING & IDENTIFYING ABUSE & NEGLECT

Description
Recognising and identifying abuse or neglect is guided by the following principles:

1) That every situation is different and it's important to consider all available information about the child and their environment before reaching conclusions. For example, behavioural concerns may be the result of life events, such as divorce, accidental injury, the arrival of a new sibling etc.

2) When we are concerned a child is showing signs of potential abuse or neglect we will talk to someone, either a colleague, manager/supervisor – we do not act alone.

3) While there are different definitions of abuse, the important thing is for us to consider overall wellbeing and the risk of harm to the child. It is not so important to be able to categorise the type of abuse or neglect.

4) You may feel uncertain, however, the important thing is that we recognise when something is wrong, especially if we notice a pattern forming or several signs that make us concerned.

5) Exposure to intimate partner violence (IPV) is a form of child abuse. There is a high rate of co-occurrence between IPV and the physical abuse of children.

6) We recognise the signs of potential abuse as:

    1. Physical signs (e.g., unexplained injuries, burns, fractures, unusual or excessive itching, genital injuries, and sexually transmitted diseases).

    2. Developmental delays (e.g., small for their age, cognitive delays, falling behind in school, poor speech and social skills).

    3. Emotional abuse/neglect (e.g., sleep problems, low self-esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm).

    4. Behavioural concerns (e.g., age inappropriate sexual interest or play, fear of a certain person or place, eating disorders/substance abuse, disengagement/neediness, aggression).

    5. The child talking about things that indicate abuse (sometimes called an allegation or disclosure)

7) We are aware of the signs of potential neglect as:

    1. Physical signs (e.g., looking rough and uncared for, dirty, without appropriate clothing, underweight).

    2. Developmental delays (e.g., small for their age, cognitive delays, falling behind in school, poor speech and social skills).

    3. Emotional abuse/neglect (e.g. sleep problems, low self-esteem, obsessive behaviour, inability to cope in social situations, sadness/loneliness and evidence of self-harm).

    4. Behavioural concerns (e.g. disengagement/neediness, eating disorders/substance abuse, aggression).

    5. Neglectful supervision (e.g. out and about unsupervised, left alone, no safe home to return to).

    6. Medical neglect (e.g. persistent nappy rash or skin disorders or other untreated medical issues).

Summary

Every situation is different and staff will consider all available information about the child and their environment before reaching conclusions. For example, behavioural concerns may be the result of life events, such as divorce, accidental injury, the arrival of a new sibling etc.

Te Aka Ora will always act on the recommendations of statutory agencies, including Oranga Tamariki and the Police.

We will only inform families/whānau about suspected or actual abuse after we have discussed these with our Director of Service and the agencies listed above.

When we respond to suspected child abuse or any concerning behaviour staff will refer to the Notification of Concern Policy.

Staff involved in cases of suspected child abuse are entitled to have support.

We will maintain knowledge of such individuals, agencies and organisations in the community that provide support.

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Responding to Child Abuse

Policy Ref

PN0086

Policy

Responding to Child Abuse

Description

Te Aka Ora has the following guidelines for all employees regarding Responding to Child Abuse.

Purpose

Any issues of suspected Child Abuse must be taken seriously and handled in an appropriate manner that ensures the Child or Young Person's Safety. The purpose of this policy is to explain the general procedures relating to Responding to Child Abuse of a child or young person, including young adults.

Scope

The Designated Person for Child Protection for Te Aka Ora Charitable Trust is the Director of Service. The Director of Service is responsible for ensuring that the procedure for reporting Child Abuse is effective and timely. If a member of staff has a Child Protection Concern, they must inform the Director of Service as soon as possible.

This policy sets out appropriate guidelines for all representatives of Te Aka Ora to Respond to Child Abuse and the procedures for lodging a Report of Concern (ROC).

In ALL cases where a non-core worker of Te Aka Ora has a concern about a child, young person or young adult, they will report this through the Procedure for Making a Report of Concern outlined on the following page.

Procedure

Cases that will follow these Child Protection protocols include, but are not limited to:

- Physical Abuse
- Sexual Abuse
- Wilful Neglect including failure to provide the necessities of life
- A child witnessing family violence which resulted in or had the potential to result in, a death or significant injury to a family or household member.

REPORT OF CONCERN PROCEDURE

Description

's15 of the Children, Young Persons and their Families Act 1989, any person who believes that any child or young person has been, or is likely to be, harmed (whether physically, emotionally, or sexually), ill-treated, abused, neglected or deprived may report the matter to Oranga Tamariki or the Police. Oranga Tamariki also receive reports when there are concerns regarding a child or young person's behaviour or insecurity of care. When this report is made to Oranga Tamariki and it results in a notification it is referred to as a 'report of concern'. (ORANGA TAMARIKI Care and Protection Pathway Guidelines, 2015)

PRIORITY 1 HIGH RISK: (Emergency Response – Report Immediately)
If a child is in immediate danger
Physical signs

1. Phone the Police on 111
2. Phone Director of Service to advise and activate report up actions
3. Phone Report of Concern into ORANGA TAMARIKI on: 0508 FAMILY (0508 326459)
4. Complete appropriate Report of Concern (ROC) Form
5. E-mail ROC Form to ORANGA TAMARIKI call centre: contact@ot.govt.nz
6. E-mail ROC Form to Chief Executive, Chief Executive to record in the ROC register, Chief Executive to file in ROC file for internal/external audit purposes
7. ROC to be placed on Client File for internal/external audit purposes
8. Table ROC at next available ROC Case Management Hui for internal/external audit purposes

PRIORITY 2 HIGH RISK: (Emergency Response - within 12 hours)
Exposure to intimate partner violence
Physical signs
Behavioural concerns

1. Phone Report of Concern into ORANGA TAMARIKI on: 0508 FAMILY (0508 326459)
2. Phone Director of Service to advise and activate report up actions
3. Complete appropriate Report of Concern (ROC) Form
4. E-mail ROC Form to ORANGA TAMARIKI call centre: contact@ot.govt.nz
5. E-mail ROC Form to Chief Executive, Chief Executive to record in the ROC register, Manager to file in ROC file for internal/external audit purposes
6. ROC to be placed on Client File for internal/external audit purposes
7. Table ROC at next available ROC Case Management Hui for internal/external audit purposes

PRIORITY 3 MEDIUM/HIGH RISK: (Prompt Non-Emergency Response – within 24 hours)
Emotional abuse/neglect
The child talking about things that indicate abuse

1. Complete appropriate Report of Concern (ROC) Form
2. Phone and E-mail ROC Form to Director of Service to advise
3. Phone Report of Concern into ORANGA TAMARIKI on: 0508 FAMILY (0508 326459)
4. E-mail ROC Form to ORANGA TAMARIKI call centre:contact@ot.govt.nz
5. E-mail ROC Form to Chief Executive, Chief Executive to record in the ROC register, Chief Executive to file in ROC file for internal/external audit purposes
6. Table ROC at next available ROC Case Management Hui for internal/external audit purposes

PRIORITY 4 LOW RISK: (Report to be made - within 72 hours)
Developmental delays

1. Complete appropriate Report of Concern (ROC) Form
2. Phone and E-mail ROC Form to Director of Service to advise
3. Phone Report of Concern into Oranga Tamariki on: 0508 FAMILY (0508 326459)
4. E-mail ROC Form to Oranga Tamariki call centre: contact@ot.govt.nz
5. E-mail ROC Form to Chief Executive, Chief Executive to record in the ROC register, Chief Executive to file in ROC file for internal/external audit purposes
6. ROC to be placed on Client File for internal/external audit purposes
7. Table ROC at next available ROC Case Management Hui for internal/external audit purposes

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Responding to Disclosure

Policy Ref
PN0089

Policy
Responding to Disclosure

Description
Te Aka Ora Charitable Trust has the following guidelines for all core and non-core workers regarding Responding to Disclosures.

Purpose
The purpose of this policy is to explain the general pprocedures relating to Responding to Disclosures

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
If a child tells you about abuse, here are guidelines to follow

1. Listen and be reassuring

It's really important to make a child feel safe in telling you. Listen to them and be reassuring of your support amongst the following things:

- Accept what they have to say and make sure you don't say anything critical.
- Let them know it's good they told you about it.
- Let them know it's not their fault.
- Let them know it's not ok for things like this to happen to kids.
- Tell them you will get help.

It's best not to question them about their experience, just listen and be reassuring.

2. Write it down

As soon as possible, write down what the child tells you, using the same words they say, and how you responded.

3. Don't question or interview the child

Make sure you don't question the child further, as this may interfere with the information they've given.

4. Follow the 'Response to Abuse Procedure' on the following page to contact Oranga Tamariki or the Police as soon as possible. You can ask for whatever advice, assistance and support you need.

5. Keep the child safe

Make sure the child knows they are safe, and have done the right thing in telling you.
Don't let anyone who may be involved in the abuse know the child has said anything to you.

What to Record

It is important to record what was said, as this will become part of the evidence. You may be called into court as a witness. You need to make full notes about it as you will not remember 12 months later what happened at the time. The Police or Social Worker will want to keep your notes on file, so make sure you ask to have a copy made for yourself.

- Facts: Names, Places, Times
- Child's own words: Descriptions, behaviours, actions
- What prompted disclosure: What was going on at the time or was there a question that prompted the disclosure?

- Observations of the child: Emotions, behaviour, actions
- The "W" list: What, Who, When, Where
- (*ORANGA TAMARIKI http://www.Oranga Tamariki.govt.nz/documents/info-for-caregivers/fds-talk-about-abuse-feb12-an.pdf, 2015*)

Should I say something?

If you are worried that children you know are not safe or being well cared for, you might feel unsure about whether to let someone know.
Oranga Tamariki are there to talk through any worries you have. Their social workers are trained to work out what kinds of problems a family might be having, and find the best ways to help them get back on track.

- Don't be afraid of getting it wrong: Let them know that you're worried. It's their job to work out if the family needs help, and what we can do to help them.
- Trust your instincts: If you are worried that a child is being hurt or that they're not being well looked after, don't just hope someone else will speak up. Trust your instincts and let them know.
- Remember, it's everyone's job to keep children safe: If there are serious problems, it's likely to go on until someone speaks up. Children cannot speak up for themselves, and the people involved may be too ashamed, distressed or caught up in the situation to ask for help. (ORANGA TAMARIKI website, 2015)

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Notification of Concern

Policy Ref
PN0121

Policy
Notification of Concern

Description
Te Aka Ora has guidelines for all employees regarding Notification of Concern

Purpose
Te Aka Ora aims to provide and maintain a service to staff and clients that is safe, professional and effective. The organisation promotes the principle that the welfare and interest of the child or young person shall be the first and paramount consideration and as such seeks to uphold its responsibilities in relation to the Oranga Tamariki Act 1989.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
1. Any staff member in the course of carrying out their work, that becomes aware of a child or young person has been or is likely to be seriously abused, harmed or neglected, is to report this matter to the Director of Service. Social Workers in Schools (SWiS) will also report the matter to the Principal.

2. The Practice Leader will review and make determination based on their understanding of the situation to the Chief Executive as to whether a notification is to be made and this will proceed, where appropriate, with their authority and in a timely manner. In the absence of the Director of Service, the matter is to be referred to the Chief Executive and/or Chairperson of the Board who shall in consultation with the appropriate staff make the determination where appropriate.

3. As a courtesy, we will consult with the Practice Leader or Care and Protection Supervisors from ORANGA TAMARIKI to let them know in advance of our proposed action and or to seek information about previous history.

4. All notifications and their rationale are to be fully documented and retained on file and entered into the Notification of Concerns Register.

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Report of Concern Forms can be located in the Reception\templates folder

A Report of Concern is the term used by Oranga Tamariki and the Police for the information you provide.
Below we have listed the information that SCI believes makes it easier for Oranga Tamariki or the Police to identify the child / young person or concerning adult and for them to understand your concerns:

- Name of the child
- Date of birth (if known) or even approximate age
- Address of the child/whanau (if known)
- Contact telephone numbers (if known)
- Names of other children in the household/whanau/group/team
- Names of parents/carers
- Names of adults in the household
- Names of adult you are concerned about and their relationship/jobs connected to the child
- School or groups attended
- Name of GP and Plunket nurse
- What are you concerned about?
- What have you seen or heard?
- Who was present when you noticed something?
- If it is an injury, draw it on a drawing of a body, or use a body map if you have one (indicate left and right)
- When did it happen?
- What did the child say? (do not ask the child questions)
- What did the adult say or do that concerned you?
- Is it a one-off incident or always occurring
- What have you already done to safeguard/protect the child?
- Who else is aware of your concerns or shares your concerns?
- Pass on any information if you think making the Report of Concern will increase the risk to the child (e.g. violence/abduction)
- Your name
- Your job title/relationship to the child
- Your contact number and organisation
- If you want to remain anonymous please indicate on the Report of Concern

Remaining anonymous means the other information you provide must be accurate as Oranga Tamariki or the Police will have no way of contacting you to clarify things.

- The Children, Young Persons, and Their Families (Oranga Tamariki) Legislation Bill was passed into law on 13 July 2017.

  The Children, Young Persons, and Their Families Act 1989 has been renamed the Oranga Tamariki Act 2017, with another act title of the Children's and Young People's Well-being Act 1989.

  The legislation:

  • changes the purposes and principles of the Act to better ensure children and young people are at the centre of decision-making while considering them within the context of their family, whānau, hapū, iwi, family groups, and broader networks and communities
  • allows young people to remain or return to living with a caregiver until the age of 21, with transition support and advice available up to age 25
  • strengthens information sharing provisions to keep vulnerable children and young people safe from harm
  • extends the youth justice system to include most 17-year-olds (those charged with specified serious offences will be dealt with in the adult courts)
  • enhances the complaints processes.

  A small number of amendments will take effect immediately, while the majority will come into force by Order in Council but no later than 1 July 2019.

  Changes have also been made to the Oranga Tamariki Act 2019, and there were minor changes to other legislation.

Approved Information Sharing Agreements (AISA)

Policy Ref

PN0088

Policy

Approved Information Sharing Agreements (AISA)

Description

"A common theme in child abuse reviews is that vulnerable children could have been protected from harm, if involved professionals had had access to information held elsewhere. We have learned that access to the right information at the right time can make all the difference. There can no longer be any excuse for failing to protect a child if any one of us has information that they are at risk" - (Rt Hon. Sir Anand Satyanand, Advisory Expert Group on Information Security Chair)

Approved Information Sharing Agreements (AISA's) are an enabling tool that allows multi-disciplinary agencies to provide efficient and effective public services. An AISA can do this by allowing agencies to collaborate and share information without intruding on individuals' rights or exposing agencies to legal risk.

Purpose

The purpose of this policy is to ensure that all representatives of Te Aka Ora understand that information sharing between core workers, internally and externally are approved and for all agencies working with vulnerable children.

Scope

Principles applying to the agreement are:

(a) The safety, welfare and well-being of children and their families and whānau are paramount considerations
(b) Unless doing so would be impractical or may endanger any person's safety, children and their families have the right to express their views on information being shared
(c) Wherever practicable, the reasons why information is to be shared are to be discussed openly and honestly with the children and their families
(d) Information sharing is to be necessary, relevant and proportionate to the circumstances and needs of the children and their families.

The Agreement sets out specific types of information that can be shared (which include any history of harm to a child, and information about a parent or caregiver having a history of family violence) and safeguards to protect people's privacy.

Information can always be disclosed without consent under the Privacy Act 2020 (principle 11(f)), if the "disclosure of the information is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another individual." Under the Children, Young Persons, and Their Families Act 1989 (section 15) "Any person who believes that any child or young person has been, or is likely to be, harmed (whether physically, emotionally, or sexually), ill-treated, abused, neglected, or deprived may report the matter to a social worker or a constable." *(Family Violence Clearinghouse, 2015)*

Procedure

With the introduction of a growing number of AISAs between government, national and community agencies Nationwide. The sharing of information to provide a multi-pronged and well deliberated support system for identified vulnerable children.

APPROVED INFORMATION SHARING AGREEMENT (AISA) GUIDELINES

Description

"Speak Up For Them" (*Child Matters 'HOW CAN I TELL? 2015*) The AISA Principles enable core workers to speak up for vulnerable children safely, especially when the families may not want us to.

Children may need help in families where:

1) There is violence and controlling behaviour from one adult towards another
2) There is known drug-taking, drug manufacture or drug dealing.
3) There is an excessive use of alcohol.
4) Animals are neglected or hurt.
5) Children are left alone, appear neglected or uncared for.
6) There is a high focus on keeping the family private or isolated and detached from the community.

In such situations you may be the key person who could make a difference and keep a child safe.

1) Take action
2) Do not look the other way
3) Do not assume that someone else has acted.

IT'S EVERYONE'S JOB TO HELP KEEP CHILDREN SAFE. (*Child Matters "HOW CAN I TELL', 2015*)

Procedure

Take Action

1) Vulnerable children and their families require specialist support that sometimes we cannot provide on our own. In cases where we identify the need for extra support, a referral to the Children's Team needs to be made.
    a. Once a family/whānau has been accepted into the Children's Team, information will be shared with their written consent. *(Children's Action Plan, 2015)*
2) If we're not able to gain consent from a family/whānau for referrals into the Children's Team and there is a high focus on keeping the family private, isolated or detached from engaging with healthy options then it is important to engage community support intervention systems:
    a. Refer to 'Report of Concern Procedures' Priority 3 Medium/High Risk.

It's not always easy and it takes courage, but don't be afraid of getting it wrong. Instead, ask yourself "What if I'm right?" (*Child Matters 'HOW CAN I TELL? 2015*) We will maintain knowledge of such individuals, agencies and organisations in the community that are lead agents/agencies for families/whanau.

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Alcohol and Drugs Service Policy

Policy Ref
PN0118

Policy
Alcohol and Drugs Service Policy

Description
Te Aka Ora has guidelines for all employees regarding Alcohol and Drugs Service Policy

Purpose
Te Aka Ora aims to provide a service to staff and clients that is safe, professional, effective, alcohol and drug free and that the interests of the child, young person or teen parent are paramount and central to what we do.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
No alcohol, illegal or non-prescribed drugs are brought to service buildings or to any internal or external programme.

That smoking of cigarettes by staff or programme participants is not allowed inside any service buildings, inside any internal or external programme and any Te Aka Ora vehicles.

Any prescription medication that is required by clients while on programmes must be written on client's medical form, with clear detailed instructions on the use and administration. Medication Register will be available at the House and ECE services.

In the event of an incident a written report is to be provided to the Chief Executive within 24 hours of the incident. The incident procedure will be followed.

Any Staff found to be under the influence of drugs or alcohol will face an investigation and disciplinary proceedings, which could result in instant dismissal.

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Complaints (External)

Policy Ref
PN0119

Policy
Complaints (External)

Description
Te Aka Ora has guidelines for all employees regarding Complaints (External)

Purpose
Te Aka Ora aims to provide a service to staff and clients that is safe, professional, effective and that the interests of the child, young person or teen parent is paramount and central to all that we do. Te Aka Ora Charitable Trust recognises that concerns/complaints are viewed as an opportunity to improve our service and assist us to maintain our philosophy of maximising independent living and promoting positive interaction.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
Note: A letter or statement of apology is not to be given without the prior consent of the Chief Executive.

- Comments/complaints may be submitted by anyone wishing to express such a matter. Complaints regarding care or service include those made by clients, families and staff. If a person wishes to submit a complaint, it is the choice of the complainant as to how or to whom they submit their concern

- Information will be provided to the client and/or their representatives on admission to Te Aka Ora and as necessary or requested, on how a complaint may be made

- Information regarding how to make a complaint is documented in the client consent form.

- All complaints will be documented, and clear and accurate records maintained of the investigation, the outcome, subsequent action taken, the feedback provided to the complainant and the complainant's satisfaction with the outcome

- All complaints will be acknowledged in writing within **5 working days** of receiving the complaint, unless the complaint has been resolved to the satisfaction of the complainant within this time

- The Chief Executive will investigate in a professional manner, without prejudice and act upon any complaint expressed. If the complaint is regarding the Chief Executive, the matter will be referred to the Director of Service or the Te Aka Ora Board of Trustees (Board). The Board must initiate immediately an investigation into the complaint allegation in line with relevant policies.

- A report of the investigation into the complaint will be forwarded to the complainant (if known) within **10 working days of receipt of the complaint**. The care/consideration of the client/staff member/visitor involved in the complaint will not be compromised and confidentiality will be maintained at all times.

- If the complaint is not satisfactorily resolved within ten (10) working days, the complainant is to receive a monthly progress report until a resolution is reached.

- The complainant will be requested to contact the Chief Executive if they are dissatisfied with the outcome of the complaint, further discussion/arbitration will then be initiated by the Te Aka Ora Chief Executive or the Board of Trustees.

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Criminal Activity

Policy Ref
PN0120

Policy
Criminal Activity

Description
Te Aka Ora has guidelines for all employees regarding Criminal Activity

Purpose
The purpose of this policy is to explain the general procedures relating to Criminal Activity

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
- All staff will report any criminal activity to the Chief Executive
- If there is staff criminal activity the Chief Executive will oversee the investigation and process
- Staff who identify criminal activity in their client work will report in the first instance to the Chief Executive their concerns. The focus will be on the safety and security of vulnerable children in the care of adults engaged in criminal activities. A decision will be made about action to be taken in conjunction with the Chief Executive, Ministry of Vulnerable Children (ORANGA TAMARIKI) and the Police.
- Staff are reminded that we are contracted by MSD and are obligated to report fraud to the MSD officials where we find it in our client families. Staff are to talk to families and encourage them to make the changes needed to end fraudulent activity
- Where there is a concern that staff are involved in criminal activities the Chief Executive will initiate an investigation sanctioned by the Board.
- The Chief Executive must ensure all information is gathered from all relevant sources before taking any action.
- The Analysis of the information and any suggested outcome must be presented to the Board.
- The Chief Executive will follow the instructions of the TAO Board and the relevant policies.

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Te Aka Ora Charitable Trust

Informed Consent Procedure

Informed Consent

Policy Ref
PN0122
Policy
Informed Consent

Description
Te Aka Ora has guidelines for all employees regarding Informed Consent

Purpose
Te Aka Ora aims to provide and maintain a service to staff and clients that is safe, professional and effective. The organisation promotes the principle that the welfare and interest of the child or young person shall be the first and paramount consideration and as such seeks to uphold its responsibilities in relation to the legislation and the human rights of all our clients seeking services.

What is Informed Consent?

Informed consent may be defined as the process whereby someone who has the capacity/competence to consent, having been given sufficient information, arrives at a reasoned decision as to whether or not to agree to a proposed service or plan. Consent may be given orally or in writing. Informed Consent is not the act of filling out forms, but rather a process of exchange of information so that an informed decision can be made by that person.

Why is Informed Consent necessary?

Tamariki, Rangatahi & Whānau have the right to be accurately and adequately informed about a proposed service or plan and to agree or refuse to have that service or plan. All Te Aka Ora staff and volunteers have a responsibility to inform tamariki, rangatahi and whānau about proposed actions and to gain consent. Where difficult situations arise, advice should be sought by the staff and volunteers from the Chief Executive.

Right to Refuse

It must always be remembered that under section 11 of the New Zealand Bill of Rights Act 1990, everyone has the right to refuse or withdraw consent to services. It should be made clear to the whānau that he/she/they have the right to refuse or withdraw from our services without fear of recrimination or penalty.

Guardian

Under the Guardianship Act 1968 a guardian is a person who has custody of a child and custody is defined as “the right to possession and care of a child”. Normally this will be the parents, or a parent of the child but this may not always be the case. If a guardian is not available, Te Aka Ora requires staff and volunteers to consult other appointed persons interested in the welfare of the child.

Information Giving

There is the same requirement for information to be given to parents and for consent to be obtained from parents as in all other cases. In addition to the need for parents to consent, information should, where practicable, be given to the child in a way that the child can understand and, where possible, the child’s

agreement should also be sought. Of course this will vary with the age of the child, but the general principle should be to involve the child as much as possible.

Diminished Capacity and Competence to Consent

For consent to be valid it must be voluntary, knowing or informed, and competently given. Medication, intellectual disability, mental illness, inebriation, or physical injuries all may affect the informed consent process.

Capacity to Consent

Individuals with the above conditions may lack the capacity to fully give or withhold consent. In the case of intellectual disability this is a permanent state. In the other cases it is an acquired state which may be brief or prolonged. A person may be competent in some respects (e.g. to manage their financial affairs) and incompetent in others (e.g. to understand the effect of illness upon them, to assess the value of treatment). Medication can alter mental state, and may either improve or impair competence.

Where a whānau lacks, wholly or partly, the capacity to understand the nature, and to foresee the consequences, of decisions in respect of matters relating to his/her/their personal care and welfare, the Protection of Personal and Property Rights Act may be invoked. A welfare guardian appointed under the Protection of Personal and Property Rights Act will exercise the rights of the mokopuna/whānau under the Code including the rights to give written consent.

The Process

Although the process and principles of informed consent can be stated quite simply, translating them into action requires attention and sensitivity to a number of factors which can potentially compromise the whānau's ability to consent in an informed manner.

Consent to participate means that a whānau with decision-making capacity freely authorises a plan aimed at a mutually agreed goal. The consent or authorisation is informed when the staff member or volunteer discloses to the whānau sufficient relevant information to enable the whānau to make an informed decision about the relevant options for service and any risks and benefits. This informed consent process is then documented thoroughly, including in the whānau files and consent forms. Any changes or later withdrawal of consent should also be fully documented.

A third party referring to Te Aka Ora may have obtained consent from the whānau who is the intended recipient of the service. However Te Aka Ora staff and volunteers are advised to undertake his or her own informed consent process rather than relying on what may have been a generic consent process.

Gaining consent may be part of a process of ongoing evaluation and re-visiting of decisions. Respecting whānau mana is met by an honest effort to:

- Check the whānau has the capacity to make decisions.
- Disclose enough information for the whānau to make an informed decision.
- Ensure that the whānau demonstrates an adequate understanding of the disclosed information.
- Confirm that the client is freely authorising the plan.

The whānau should be informed of the intended aims and objectives of the engagement, using language, form of information, and manner that promotes understanding. Information may need to be adjusted to allow for any

language or cultural barriers, as well as any cognitive or communication difficulties. Te Aka Ora staff and volunteers need to ensure the whānau are as aware as possible regarding the purpose and process of the engagement. This may mean adapting and presenting information in a more accessible manner, for example using simpler wording. The whānau should always be given time to consider the information given. Te Aka Ora staff and volunteers also needs to assess the whānau understanding by asking him/her/them to relate back their perception of the situation in their own words.

Te Aka Ora staff and volunteers should also ensure that written consent is obtained where-ever possible of any consent given. All written consent is to be stored in the respective whānau files and housed in a secure location at all times, copies will also be added to database client files.

Te Aka Ora Charitable Trust

Incident Reporting

Incident Response Actions and Reporting

Policy Ref
PN0123

Policy
Incident Response Actions and Reporting

Description
Te Aka Ora has guidelines for all employees regarding Incident Response Actions and Reporting because Te Aka Ora is committed to creating an environment of safety for child using Report Up response actions and reporting framework to ensure incidents involving actual or potential harm to Teen Parents, a child/children in any of Te Aka Ora's service activities or staff members are responded to and actioned promptly.

Purpose
The purpose of this policy is to provide all core and non-core representatives of Te Aka Ora with documentation describing the activities and procedures for dealing with events and incidents that require prompt investigation response actions and reports.

Scope
All Incidents need to be reported to the Director of Service and the Chief Executive.

In some cases (power outage, telephones are down) there is no need to write up an Incident Report, however, for many other events an Incident Report will be required for reporting up purposes.

Procedure
- Staff member to complete the Incident Form and email to the Chief Executive
- Chief Executive to record in the Incident/ Accident Register
- Chief Executive to inform staff member of any further action required

For Te Aka Ora, the following tables are to be used to respond to and action Incidents not of a Serious or Significant level.

INCIDENT RESPONSE ACTIONS AND REPORTING

Definitions
The following definitions are provided to help clarify the difference between incidents and events:

Event
- An Event is often a planned activity however an incident can be something that happens during an event which is unplanned
    - Events don't carry the threat of major disruption (crisis) to business.

Incident
- An Incident is usually unplanned and interrupts the normal course of business.
    - Incidents have the ability to become major disruptions to business.

Report Up

- All incident reports are required to be reported up to a delegated level of authority which can report out with a closure summary or recommendations.

Report Out

- To return after consideration, often with recommendations for action or closure.

Incident Involving Drugs refer to the Drug and Alcohol Policy and also the following:

- Refer to Misuse of drugs Act 1975
    - Schedules of class A, B, C drugs and pre-cursors
- Refer to Ministry of Health website which also contains a list of Temporary Class Drug Notices
    - Stimulant or mood altering substances not banned by laws covering the Misuse of Drugs Act.
    - They're often called 'Legal Highs'

Type of Incident	Description	Who must we contact	By When	How
Incidents	Incidents that involve actual or potential harm to Teen Parents or any child in any Te Aka Ora service activity. Incidents that involve Staff, volunteer/ other Te Aka Ora representative members	1. The Teen Parent or child's Oranga Tamariki Social Worker (where applicable) 2. The Director of Service 3. The Chief Executive (SM) The SM is to report up to: 1. The TAO Board via the Chairperson 2. The Contract Manager 3. The Regional Director	1. Contact people listed **without delay** of any of the listed incidents occurring 2. Complete an Incident Report 3. E-mail to the Chief Executive/Director of Service and Oranga Tamariki Social Worker (if assigned one) The SM will manage reporting up to: 1. The Board via the Chairperson 2. The Contract Manager 3. The Regional Director	1) Te Aka Ora Incident Report form emailed to people listed in previous column The SM will manage reporting up to: 1. The Board via the Chairperson 2. The Contract Manager 3. The Regional Director

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Serious Incident Response and Reporting

Policy Ref
PN0124

Policy
Serious Incident Response and Reporting

Description
Te Aka Ora is committed to creating an environment of safety for child using 'Report Up' response actions and reporting framework to ensure incidents involving actual or potential harm to Teen Parents, a child/children in any of Te Aka Ora's service activities or staff members are responded to and actioned promptly.

Purpose
The purpose of this document is to provide all representatives of Te Aka Ora with documentation describing the actions and procedures for dealing with serious incidents that require prompt investigation response actions and reports.

Scope
All Serious Incidents are to be reported to the Director of Service and Chief Executive.

Incident Reports are required to Report Up using clear lines of communication for the benefit of Te Aka Ora service users, key stakeholders and organisational representatives.

For Te Aka Ora, the following tables are to be used to respond to and action all Serious Incident Reports.

Procedure
- Inform the Director of Service and Chief Executive immediately of any serious harm
- Staff member to complete the Incident Form and email to the Chief Executive
- Chief Executive to record in the Incident/ Accident Register
- Chief Executive to inform staff member of any further action required
- The Chief Executive is to Report Up to MSD as soon as possible of any workplace accidents and occurrences of serious harm

For Te Aka Ora, the following tables are to be used to respond to and action all Serious Incident Reports.

Should any services delivered to our clients in partnership with MSD under The Children, Young Persons, and Their Families (Oranga Tamariki) Act, 2017, contact Contracts Manager- 029-200-6172 or Contact Centre 0508-326-459. Or email: contact@ot.govt.nz

SERIOUS INCIDENTS RESPONSE ACTIONS AND REPORTING				
Type of Incident	**Description**	**Who must we contact**	**By When**	**How**
Serious Incidents including Non Accidental Injuries (NAI)	Death of any Teen Parents or any child in any Te Aka Ora service activity.	1) The Police 2) ORANGA TAMARIKI 0508FAMILY 3) The Director of Service 4) The Chief Executive (SM) The SM is to Report Up to: - The Board via the Chairperson - The Contract Manager - The Regional Director	1) Contact people listed within **one hour** of any of the listed incidents occurring 2) Complete an Incident Report 3) E-mail to the Chief Executive and ORANGA TAMARIKI Social Worker (if assigned one) The SM will manage reporting up to: 4. The Board via the Chairperson 5. The Contract Manager 6. The Regional Director	1. Phone 2. Incident Report to be e-mailed to people listed
	Absconding where it is likely to result in danger or risk to a Teen Parent or any child in any Te Aka Ora service activity.			
	Any serious assault (violence/sexual) committed (or alleged to be committed) by a Teen Parent or any child in any Te Aka Ora service activity.			
	Any other serious offence committed (or alleged to be committed) by a Teen Parent or any child in any Te Aka Ora service activity.			
	Use or supply of class A drugs			
	Attempted suicide	1) Ambulance (if applicable) 2) ORANGA TAMARIKI 0508FAMILY 3) The Director of Service 4) The Chief Executive (SM) The SM is to Report Up to: 1) The Board via the Chairperson 2) The Contract Manager 3) The Regional Director		
	Non accidental injury to a child/children in the care of a Teen Parent or any child in any Te Aka Ora service activity.			
	Allegations of assault against a Teen Parent or any child in any Te Aka Ora service activity.	1) ORANGA TAMARIKI 0508FAMILY 2) The Chief Executive (SM) The SM is to Report Up to: 1) The Board via the Chairperson 2) The Director of Service 3) The Contract Manager 4) The Regional Director		

Type of Incident	Description	Who must we contact	By When	How
Significant Incidents	Inappropriate sexual behaviour Self-harm/suicidal ideation. Misuse of alcohol or drugs. Medical illnesses and condition or injuries to a Teen Parent or child in any Te Aka Ora service requiring hospitalisation. Any incidents that may compromise any Teen Parent or any child and their ability to remain in any Te Aka Ora service activity. Serious damage to property caused by a Teen Parent or child in any Te Aka Ora service requiring hospitalisation. Any use of force by staff. Hunger strikes Occasions that necessitate calling upon emergency services for assistance. Absconding not reported under the serious incident section above and any other absences without leave.	1. The Teen Parent or child's ORANGA TAMARIKI Social Worker (where applicable) 2. The Director of Service 3. The Chief Executive (SM) The SM is to Report Up to: • The Board via the Chairperson • The Contract Manager • The Regional Director	• Contact people listed within **24 hours** of any of the listed incidents occurring • Complete an Incident Report • E-mail to the Chief Executive and ORANGA TAMARIKI Social Worker (if assigned one) The SM will manage reporting up to: 6. The Board via the Chairperson 7. The Contract Manager 8. The Regional Director	4. Te Aka Ora Incident Report form emailed to people listed in previous column The SM will manage reporting up to: 1. The Board via the Chairperson 2. The Contract Manager 3. The Regional Director
	Any significant incident referred to above likely to attract media attention (report within one hour)		1. Report within one hour NB: Director of Service and SM Only	1) Phone NB: Director of Service and SM Only

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Te Aka Ora Charitable Trust

Teen Parent Services

Teen Parent Intake & Assessment

Policy Ref
PN0125

Policy
Teen Parent Intake & Assessment

Description
Client intake for Te Aka Ora Teen Parent Services are based on the principle that the welfare and interests of the child or young person are the first and paramount consideration.
Te Aka Ora provides Volunteer Neighbourhood support, parenting support for Teen Father's, an Intensive Case Worker and Supported Housing services to Vulnerable Teen Parents aged between 13 – 19 years of age.

Purpose
The purpose of this document is to explain the general procedures relating to Intake and Assessments to any of Te Aka Ora Teen Parent Services (TPS) provided to Vulnerable Teen Parents and their babies within the Tairawhiti region.

Scope
Te Aka Ora is committed to ensuring clients who can be appropriately assisted by the Teen Parents Services are accepted through our Intake and Assessment process.

If on the basis of assessment, we believe we are unable to effectively meet the needs of the client who has been referred or who has self-referred, we will assist the family/whanau to find help through a more suitable organisation.

Te Aka Ora is guided by the principle that the family/whanau have the primary role in caring for and protecting children and young people. Unless this poses further risk to the child or young person, family and whanau are involved in decision-making. Where appropriate and safe whanau contact is encouraged and supported by Te Aka Ora.

Te Aka Ora will ensure that the legal guardian of all Child and/or Teen Parent is known and referenced. The legal guardian will be the first point of contact in case of an emergency.

Where there is a concern for the safety of a child or young person and further investigation and assessment is required, a referral will be made to Oranga Tamariki as per our Responding to Child Abuse policy.

The representatives who have the overall responsibility for this policy at all times is the Director of Service and Chief Executive, as per the requirements of The Children, Young Persons, and Their Families (Oranga Tamariki Act) 2017

Procedure

VULNERABLE TEEN PARENT SERVICES INTAKE CRITERIA

No	Criteria
1	**Teen Parent (** 13 - 19 years of age- exceptional cases to be discussed with Contract Manager)
2	**Pregnant or have children**
3	**No or minimal support/safe housing**
4	**Lack of parenting knowledge / skills**
5	**Confirmed custody arrangements of child**
6	**Programme Participation** Have a willingness to participate in programmes provided
7	**Low or No Income status**
8	**Police / OT Involvement**
9	**Health Needs**
10	**Motivated to transition to Independent Living** Motivated to transition to independent living/back to identified safe whānau if seeking safe housing.

Intake Criteria Results	Criteria Met/Not Met Priority Rating	Recommendation
Teen Parents meets less than 6 items of criteria	Does not meet Vulnerable Teen Parent criteria. Teen Parent has a good support network in place, healthy and safe environment for self and baby. No care and protection concerns.	Assist family/whānau to make community connections with other strengths based programmes if seeking extra assistance. ▪ Tuhono Whanau ▪ Te Whare Whai Hua ▪ E Tipu E Rea ▪ Mama & Pepi Hauora ▪ Tau Awhi Mens Programmes
Teen Parent meets 1 – 6 of Criteria	Meets Criteria: Priority 3	**Low Risk:** Commence an initial needs assessment: To be actioned **Within 5 days** Accept as a planned transition if space is available for entry to the service of choice. Wait list for a planned transition if space is not available.
Teen Parent meets 7 or more Criteria	Meets Criteria: Priority 2	**Medium Risk:** Commence an initial needs assessment: To be actioned **Within 2 days**

Intake Criteria Results	Criteria Met/Not Met Priority Rating	Recommendation
		Accept as an Urgent Placement if space is available for entry to the service. 1. Wait list for a planned transition if space is not available. 2. Assist family/whānau to make community connections with other strengths based programmes as we'll be seeking extra assistance.
Teen Parent meets all 10 Criteria	Meets Criteria: Priority 1	**High Risk:** Potential Crisis: Commence an initial needs assessment: To be actioned **Within 24 hours** Accept as an immediate placement if space is available for entry to the service. 1. Wait list for a Priority 1 planned transition once Safety Plans for Teen Parent and Baby have been established, if space is not available with regular updates on service availability. 2. Assist family/whānau to make community connections with other strengths based programmes as we'll be seeking extra assistance.

Application of the policy and procedure is held in the organisational database- Exess- Ora- System

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Establishing Goals and Case Planning Approach

Policy Ref
PN0126
Policy
Goal Planning

What is needed in the plan?

All plans need to be written in every-day language that the child or young person and their family will understand, steering away from jargon and organisational words and phrases. Work in partnership with those involved as this will result in greater ownership and understanding by all parties when the plan is implemented.

Good planning follows the simple rule: It needs to be SMART. That is:

1. **S**pecific

All plans need to have a purpose. They must focus on improving outcomes for the child or young person. What is the focus of the plan and what do the participants want to achieve? Does everyone know exactly what is expected of them and what support or assistance will be provided?

2. **M**easurable

How will we know changes have been made? Are things better for the child or young person? How will we know when the goal has been achieved and how will we know if it is off track?

3. **A**chievable

Does the family have the ability to undertake the changes necessary with support and assistance? Are we providing the right advice and support for them to do this?

4. **R**eviewable

Incorporate regular formal and informal reviews with all participants of the plan - the child or young person, their family and whānau, and other professionals - to ensure everyone is on track and drift is not occurring. Regular reviews allow for the plan to be modified if needed, acknowledge the achievements made, and provide ongoing feedback regarding necessary changes. It's important to be transparent about feedback and open about potential consequences if all parties are not working towards the agreed goals in the plan.

5. **T**ime framed

Timeframes need to be child focused and, generally speaking, the younger the child the shorter the timeframe. Timeframes need to be clearly outlined in the plan especially in terms of meeting the child or young person's need

The importance of ongoing monitoring and reviews

Monitoring is a continual process of assessing how well the plan is meeting the needs of the child or young person and achieving the goals set. It means:

- Keeping the plan active and ensuring it is continuing to meet the needs of the child or young person. Circumstances can change very fast and active monitoring ensures that the services and supports wrapped around a child or young person are the right ones.

- keeping in touch with all those party to the plan, sharing information, celebrating the successes, checking out any concerns or worries
- active engagement with the child or young person - seeing how things look through their eyes
- responding quickly if a change to the plan is needed

Every plan needs to be formally reviewed at least every 3 months, via a meeting involving the child or young person (if appropriate), their family/caregiver, and the professionals working with them,

The purpose of the review meeting is to:

- share and evaluate information and progress since the last review
- celebrate the successes
- note the things that aren't going so well
- agreed changes to the plan if needed

A written and shared record of the review meeting and the revised plan is necessary in order to keep everyone working towards the same purpose.

Exit Summary and Re-Entry

Policy Ref
PN0127

Policy
Exit Summary and Re-Entry

Description
Te Aka Ora has guidelines for all clients regarding Exit Summary and Re-Entry.

Purpose
The purpose of this policy is to explain the general procedures relating to Exit and Re-Entry of client.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
Exit planning requirements include,

- A safe home environment that ensures physical, sexual and emotional safety
- Appropriate arrangements for housing, schooling, cultural or religious education
- Appropriate counselling or specialist intervention services are established.

Staff will ensure all Discharge Planning **is initiated when service user receiving the service enters** the Te Aka Ora Services and are developed **throughout service** delivery and with **full consent from the individual and/or whanau/family/caregiver/guardian.**

Discharge plans will include all relevant personal information such as

- age,
- gender,
- ethnicity,
- next of kin,
- other support people nominated by the service user,
- agencies and specialist services involved,
- reason for discharge or referral,
- priority of action and current community crisis plan

Staff will ensure that all service users who have accessed support and care from Te Aka Ora services have an **individual Crisis/Early Intervention plan** in place that indicates and identifies **early indicators of relapse and the appropriate action to take**.

Staff will ensure that Discharge Plans are made available to the service users receiving the services and where appropriate and with informed consent, their whanau/family/caregiver/guardian or other nominated support.

Te Aka Ora Services staff will ensure that each individual and/or whanau/family have an appropriate Follow up Care Plan in place prior to the service user/s leaving the service.

Te Aka Ora staff will ensure that all appropriate time frames and contacts for support and follow-up care to services/agencies and/or nominated others has been established and clearly documented, and is to the satisfaction of the service users receiving the services, their whanau/caregiver/guardian.

Re-Entry

Staff will ensure that all service users who wish to Re-Enter the service have all relevant contact details included into their discharge/ transition plan/ satisfaction and evaluation /follow-up plan, such as contact cards and service brochures

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Te Aka Ora Charitable Trust

Client Financial Management

Handling of Client Finances

Policy Ref
PN0128
Policy
Handling of Client Finances

Description
Te Aka Ora is guided by the Protection of Personal and Property Rights Act 1988 and is designed to minimise any risk of criminal activity or financial abuse against the client, as well as ensuring the safety of the employee, by maintaining their integrity is beyond question at all times.

Purpose
This policy is intended to assist the client to transition to independence with good financial management skills to achieve financial literacy. The purpose of learning financial management is to strengthen life and parenting skills and also increase connection with communities

Scope
If a client needs support to manage their money the employee will work with the client to develop their financial plan.

Supporting Clients to manage their finances independently.
The plan may include:

- Encourage and demonstrate good financial literacy to prepare clients for independence living
- Specific support needs around money handling or management for e.g. what the client needs to pay for, how money and valuables are made secure, and a risk assessment of their money management skills and a safety plan to manage any risks e.g. staff training and responsibilities.
- Where the client needs on-going support with cash handling and budgeting, they should be referred to a budgeting agency.
- Budgeting and savings goals should be set out clearly in the Client Goals Plans and in the transition plan once an agreed plan is set.
- Youth Services and Approved Budgeting advisor are critical financial advisors
- Personal Banking Officers also should be utilised to establish savings goals

Client Responsibilities:
Information on your bank details, debit/credit/Eftpos PIN numbers must be kept confidential and not shared with anyone including Te Aka Ora employees unless preference to use the Trust Account to achieve savings goals.

- Accepts financial self-management is an important life skill and agrees to support planning and budgeting review process.
- Any concerns and complaints should be promptly communicated (preferably in writing) to the Chief Executive.

Employee Responsibilities:
Employees should not accept debit/credit/eftpos PIN numbers from clients under any circumstances.

- Provide information to help clients make decisions about managing their money and keeping it safe; ensure information is available in easy-read formats, and involve independent advocates to help clients consider their choices.
- Never access client's money in the Trust account without written client request, and approval from Chief Executive-
- Always consult with the client and social worker about their money, and ensure it transferred to client account as requested. (Use the TAO Purchase Order Process- Request from client with recommendations from TPICW to Chief Executive
- Ensure the client understands the Consent to Financial Assistance and is signed off.
- All Te Aka Ora employees must be aware of and understand our written policies and procedures.

Ethical & Professional integrity

The Employee Code of Conduct includes the following provision:

- All employees should Te Aka Ora to conduct business dealings and relationships with integrity, honesty, and respect for others.
- Act with the highest standards of care and probity at all times
- Respect service users' rights to spend their own money in the way that they wish to spend it and to keep their own financial affairs private
- Uphold a service user's right to confidentiality regarding their financial information
- Only ever spend, use, carry, transport or invest a service user's money according to the service user's explicit instructions
- Do not give service users financial advice or information other than that which would reasonably be required as part of fulfilling their duty of care as set out in the plan of care.
- Declare any financial or business arrangements that they have which may cause a conflict with or compromise their ability to handle a service user's money honestly and impartially
- Report to their line manager any discrepancies or problems relating to service users' money or finances immediately, including worries or concerns that a service user may be being cheated or defrauded by a third party or has otherwise lost or mislaid money or valuables.

Employees should loyally and faithfully serve our principles, and always deal fairly and honestly with clients and others with whom we do business.

Gifts and Entertainment

The following policy is also contained in the Te Aka Ora Employee Handbook:

Employees may not accept, directly or indirectly, any money, loans, and objects of value, travel or premiums from any person or company which has or is doing or seeking business with the company.

Employees may accept only business-related meals, entertainment, gifts or favours when authorised by either your Supervisor or Manager, and when the value involved is not significant and clearly
will not create an obligation to the person giving.

Client Money Management Process

Policy Ref

PN0257

Policy

Client Money Management Process

1. Audit process for managing savings
2. Consent to Board and savings
3. Consent to transfer savings into personal accounts on exit

Client agrees to sign with WINZ to have their board and savings payment deducted from their entitlement.
WINZ direct credit the amount to Te Aka Ora's bank account on a weekly basis.
TAO bank account is reconciled by the administrator, board payments are allocated through Myob AccountRight to 4-0811 House Board.

A separate spreadsheet is kept to track each client's payments received weekly.

Sample below

Mary Smith									
Entry Date:	19.07.18								
Exit Date:	10.10.18								
Start Date	End Date	Date Recd	Bal Fwd	Dr	Cr	Balance		Board	Resources
19.07.18	25.07.18	30.07.18			200.00	200.00		160.00	40.00
26.07.18	01.08.18	06.08.18			200.00	400.00		160.00	40.00
02.08.18	08.08.18	13.08.18			200.00	600.00		160.00	40.00
9.08.18	15.08.18	20.08.18			200.00	800.00		160.00	40.00
16.08.18	22.08.18	27.08.18			200.00	1,000.00		160.00	40.00
23.08.18	29.08.18	03.09.18			200.00	1,200.00		160.00	40.00
30.08.18	05.09.18	10.09.18			200.00	1,400.00		160.00	40.00
06.09.18	12.09.18	17.09.18			200.00	1,600.00		160.00	40.00
13.09.18	19.09.18	24.09.18			200.00	1,800.00		160.00	40.00
20.09.18	26.09.18	01.10.18			200.00	2,000.00		160.00	40.00
29.09.18	03.10.18	08.10.18			200.00	2,200.00		160.00	40.00
04.10.18	10.10.18	15.10.18			200.00	2,400.00		160.00	40.00
						2,400.00			
						2,400.00		**1,920.00**	**480.00**

The savings portion is held for the needs of the parent i.e. emergency supplies for parent and baby, bond for a flat, purchases for moving into their own accommodation groceries etc.
The house parent and teen parent complete a TAO requisition for approval, send this to the administrator to process once an authoriser has signed. Money is processed by direct credit into the client's bank account.

Client Financial Management

Te Aka Ora Charitable Trust already partners with Work and Income, Youth Services and Fincap New Zealand (Budgeting Services Aotearoa Inc.) who provide budgeting and financial capability services have been working with New Zealanders to improve their personal finances. The purpose of learning financial management is to strengthen life and parenting skills and also increase connection with communities

We refer clients to the Budgeting Service where clients will receive mentoring and training to manage personal finance and access a wide range of services. The services provides free and confidential budgeting advice. Also financial mentors can help organise budgets, help eliminate debts and plan for the future. Services provide useful tools:

- Budgets Workbooks
- Cash flows Work Books
- Debt Schedules Work books

The Trust is supported by the Ministry of Social Development as part of their Building Financial Capability initiative. Youth Services also administer Financial Literacy workshops for all Youth on benefit support.

Gisborne Budgeting Service
48 Cobden Street, Gisborne, New Zealand
06 867 7173
gisbornebudget@xtra.co.nz
MONDAY TO FRIDAY 9.30 AM TO 4.00 PM

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Te Aka Ora Charitable Trust

Te Aka Ora House

Volunteer Policy

Policy Ref
PN0129
Policy
Volunteer Policy

Procedure
Performance Standard(s)
Te Aka Ora Vision, Mission, Code of Practice, Code of Ethics and Code of Conduct underpins and is fundamental to the activities of all staff and volunteers.

Te Aka Ora Charitable Trust Values:
- Aroha
- Oranga
- Manaakitanga
- Whanaungatanga
- Mauri

Te Aka Ora recognises the valuable contribution to the service made by volunteers and actively encourages their participation which enables volunteers to contribute to the Te Aka Ora kaupapa and allows for wider community participation in the service. It also recognises the reciprocal benefit between the organisation and the volunteers.

Volunteers provide a vital service for Te Aka Ora – they give their time, knowledge, experience and skills to support the activities, services and programmes provided by Te Aka Ora. The value of this service is recognised by staff and management, and every effort is made to provide a rewarding and personal experience.

All paid staff are encouraged to assist in involving volunteers in meaningful and productive roles, to promote the recruitment of volunteers from the community, and to assist with retention by giving recognition and providing acceptable levels of support to develop the confidence and competence of volunteers.

Rationale
In order to attract and retain volunteers who perform effectively, volunteers must feel engaged and supported. Their performance can have a strong influence on the effective running of Te Aka Ora House, the health, safety and wellbeing of clients and staff, and the ability for Te Aka Ora House to provide additional services reflective of teen parent's requirements.

Volunteers undertake activities that complement but do not replace the services provided by paid staff, however, they may be utilised to perform activities that enhance and extend these. Volunteers may also provide specialist services or advice which is needed from time to time.

Purpose
To establish and maintain and administer the volunteer service within Te Aka Ora in the best interests of our teen parents, families and whanau, Te Aka Ora staff and volunteers.

Scope
Unless specifically stated, this policy applies to all volunteers in all activities undertaken on behalf of Te Aka Ora and to all sites of operation of Te Aka Ora.

Definitions
Volunteer:

A volunteer is any person who is enrolled at Te Aka Ora, and who without compensation or expectation of compensation performs a task at the direction of the Manager or delegated staff on behalf of Te Aka Ora.

The Volunteer Programme
Overall Policy on Utilisation of Volunteers Practice Principles

a) The achievement of goals of Te Aka Ora is enhanced by the active participation of members of the community.
b) We encourage the involvement of volunteers within all appropriate activities. All staff are encouraged to assist in the inclusion of volunteers in meaningful and productive roles.
c) Volunteers have reciprocal rights and responsibilities with staff and the organisation with regard to fair treatment.
d) A performance review satisfaction survey of volunteers is undertaken at regular intervals and appropriate action taken where required.
e) Programme evaluation is undertaken.
f) There is a range of opportunities to show the organisation's appreciation of volunteers

The Chief Executive
The Chief Executive, provides strategic leadership for the Te Aka Ora wide volunteer services including specialised areas ensuring a sustainable and quality volunteer service is delivered.

The primary responsibility is to ensure volunteer services meet the needs of Te Aka Ora House and the interests of volunteers. The role enrolment process is volunteer recruitment, orientation, training recognition, maintaining volunteer information records, and ensuring practice principles are applied throughout the organisation.

Service of Volunteers
Te Aka Ora welcomes the service of volunteers with the understanding that such service is at the sole discretion of Te Aka Ora, and that their services may be terminated at any time for whatever reason, cease their association with Te Aka Ora, by giving notice to the Chief Executive.

PROCEDURE

Recruitment
Recruitment will be through the local Volunteer Centre mainly and occasionally through other local networks.

Selection
Te Aka Ora presents to the referrals the tasks and roles required to work with Te Aka Ora and TAOH teen parents. The referrals self-select to enter into the next part of the process or decline to participate.

Screening

All volunteers are required to go through a vetting process, in partnership with the Gisborne Volunteer Association.

Te Aka Ora meets with the volunteers to identify the passions, interests, skills, knowledge, attitude and culturally appropriate fit to work at Te Aka Ora. If a fit is agreed upon the referral proceeds to the next part of the process.

Representation of Te Aka Ora
Volunteers are authorised to act as representatives of Te Aka Ora only as specifically indicated within their job descriptions and only to the extent of such written specifications.

Volunteers are not permitted to make public comment or media comment on the conduct or delivery of services to clients or any other matter related to the business contacted by Te Aka Ora without permission from the Chief Executive.

Confidentiality
Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as a volunteer, whether this information involves staff, volunteers, clients, or other persons, or involves any Te Aka Ora business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with Te Aka Ora.

Orientation – staff induction from House Parent

Placement
Placement is a collaborative decision based on the passions, interests, skills, knowledge, attitude and culturally appropriateness of the volunteer and the need of Te Aka Ora.

Training
Is dependent on the placement and the skills, knowledge, attitude and culturally appropriateness of the volunteer.

Depending on the developmental need, volunteers may be offered training in a range of topics. These can be fixed or flexible.
Fixed includes but is not limited to:

- Child protection and will be in line with the Child Protection Policy
- Making a notification and will be in line with the Notification of Concern Policy
- First Aid
- Parenting
- Child physical, emotional and neurological developmental stages
- Teenage physical, emotional and neurological developmental stages
- Family planning

Recognition
Volunteers are recognised in a number of ways:

- Petrol and food vouchers
- Koha
- Nomination to Youth Volunteer awards
- Nomination to Men of the Year Awards

Roles
Roles are varied dependant on passions, interests, skills, knowledge, attitude and culturally appropriateness and may cover:

- Child care duties
- Cleaning duties
- Mentoring young parents
- Driving with Staff to assist on trips and excursions
- Educator in various interests
- Educator in literacy and numeracy
- And others as are applicable.

Evaluation/Key Performance Indicators

- Te Aka Ora Code of Practice
- Te Aka Ora Code of Conduct
- Te Aka Ora Code of Ethics
- Staff Complaints Policy
- Incident/Event Management Policy/Form
- Vehicle and Transport Policy
- Volunteer Service Policy

Relevant Legislation/Standards
Health and Disability Commissioner (Code of Rights) Regulations 1996
Health Information Privacy Code 1994
Health and Safety in Employment Act 1992
Human Rights Act 1993
Privacy Act 2020
The Children, Young Persons, and Their Families Act 2017

Appendix 2
Volunteer Rights:
To expect consideration to be given to the preferences, temperament, education and experience of volunteers when allocating duties and tasks.

To be provided with suitable training and continuing education, and to be provided with appropriate tools to complete volunteer assignments.

To provide guidance and direction by staff, or the Chief Executive.
To address queries or complaints with relevant staff member.

To be treated as a bona-fide co-worker of the paid staff.

To be listened to by staff colleagues.

To find opportunities for personal development in volunteer work.

To be kept informed of new development in the organisation, particularly those that impact on the volunteer role.

To be involved in any evaluation of volunteer work.

Volunteer Responsibilities
To recognise and respect the wishes of Te Aka Ora, Teen Parents, Whanau, Hapu and Iwi, and to ensure confidentiality at all times.

To respect clients, management and staff of Te Aka Ora services.

To accept direction and supervision provided by staff.

To seek clarification and direction when uncertain of duties or responsibilities or boundaries.

To report problems as they arise.

To work within capabilities and within the limits of the task.

To advise on availability and to give adequate notice of periods of absence.

Organisational Rights
To determine the qualities and skills required in a volunteer and to screen volunteer applicants for their suitability.

To ask volunteers to sign a contract or agreement document including a confidentiality clause.

To expect loyalty to the organisation.

To release a volunteer for unsatisfactory performance.

Organisational responsibilities
To ensure volunteer experience are rewarding.

To offer roles that are clearly defined, supported by training and information to enable the volunteer to complete those roles.

To inform volunteers of any legal liabilities and organisational risk management policies, especially those relating to Health and Safety procedures and to potential hazards.

To provide volunteers with support and communication channels for addressing concerns.

Provide volunteers an opportunity for work experience and enhance career planning or education and employment within the social sector. (NGO's)

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Te Aka Ora House (TAOH) Teen Parent Induction & Orientation

Policy Ref
PN0130

Policy
Te Aka Ora House (TAOH) Teen Parent Induction & Orientation

Description
Te Aka Ora has guidelines for all employees regarding TAOH Induction & Orientation Process for Teen Parent's entering TAOH

Purpose
The purpose of this policy is to explain the general procedures relating to TAOH Induction Process

Scope
The following guidelines are to be adhered to by all managers, supervisors, employees, and volunteers.

Procedure
- Receive Referrals from agencies o self-referrals
- Consent completed
- Organise appointment for Social & Health Needs Assessment with TPICW
- Assessment against criteria – needs assessment completed
- Teen Parent Induction Form to be completed
- House Handbook to be given to Teen Parent and to whanau if appropriate
- Pre-arrange with the Teen Parent and House Parents a tour of TAOH
- Organise a date and time to move into TAOH
- Assistance with moving is addressed and support arranged
- Room to be allocated, Room maintenance rules provided
- Meet and greet other whanau members and explain visitor's responsibilities & hours
- Fire Exits and Emergency Procedures
- House Rules and rostered duties
- Board Payments schedules to be explained and relevant forms completed
- Advise administration, referral agencies and establish client case files

This document is controlled

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Health Care Planning

Policy Ref

PN0132

Policy

Health Care Planning

Procedure

The vision, mission and values of Te Aka Ora is to provide quality treatment and support services for service users, whanau and caregivers and is dependent on the development of a collaborative, comprehensive health plan. This identifies, establishes and supports the abilities for service users to realise their personal goals and to achieve, maintain and promote healthy lifestyle changes for themselves and their whanau, hapu and iwi.

Guidelines

Staff will ensure that when providing health and welfare services that the environment is the least intrusive or restrictive and that the safety, dignity, respect, and general wellbeing of individual, whanau and caregiver is the priority of service delivery. Cultural values and beliefs are considered a high priority when supporting the formulation of a health plan for clients engaged in services from Te Aka Ora.

Staff will ensure that all health plans are clearly documented and effective for providing a comprehensive and workable approach for the treatment, support and care and general wellbeing of individuals, whanau and caregivers and maintains confidence in monitoring their ongoing progress.

All health plans are developed under either one or more models. These are Te Whare Tapa Wha, Te Wheke, Take Pu, and Powhiri Poutama, PATH planning, Tuituia and/or Maslow. All plans are developed in partnership with the service users to identify their personal long and short term goals, achievable steps to recovery, issues that may impede those achievements, timeframes and personal rewards and outcomes, discharge and follow-up care planning.

Staff will ensure the service user(s) have the option of a support person(s) or advocate of their choice to assist in the development of their health plan.

The Trust will ensure that it delivers a diverse range of individual and group programmes and activities for all service users that will promote ongoing healthy lifestyle changes.

Staff will ensure that early intervention plans are established in collaboration with service users, their whanau, and caregivers and/or nominated others that ensure the ongoing health and wellbeing of the person.

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Students Supporting Clients

Policy Ref
PN0133

Policy
Students Supporting Clients

Description
Te Aka Ora has guidelines for all employees regarding Students Supporting Clients

Purpose
The purpose of this policy is to explain the general procedures relating to Students Supporting Clients

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
- All students entering the service will be police and CYRUS vetted.
- All students will sign a confidentiality document regarding their responsibilities to ensure privacy for clients
- All students will receive an orientation to the service, organisational roles and policies and procedures and receive regular supervision during their placement term
- Students will be informed that clients will be offered a choice as to whether they feel it is appropriate that they work with a student and that this means they may not be able to participate in all aspects of client support
- Te Aka Ora will provide advice, support and a safe environment for students to work in. If concerns are raised Te Aka Ora retains the right to discontinue a student placement
- All students will have regular case management with the social workers. Records are recorded in Student Placement records, which is monitored by Supervisor and Chief Executive.
- The academic institution will be responsible for monitoring the students' academic progress.

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Transportation

Policy Ref
PN0134

Policy
Transportation

Description
Te Aka Ora has guidelines for all employees regarding Transportation

Purpose
The purpose of this policy is to explain the general procedures relating to Transportation within all services under Te Aka Ora, inclusive of Te Whare Whai Hua Early Learning Centre.

Scope
The following guidelines are to be adhered to by all management, employees and service users. This policy is to be inclusive of the Seat Belt and tamaiti and child protection policies.

Procedure
- Clients are responsible to find their own way to appointments unless approved by the Chief Executive
- All drivers are licenced and qualified to drive the appropriate vehicles.
- All vehicles used in the transportation of programme and service participants are registered, warranted and well maintained.
- Seatbelts must be worn by all occupants at all times.
- Child restraint seats will be provided when transporting babies and children. When able to do so, child safety seats must be secured to the vehicle by utilizing child safety bolts. Child safety seats must be used for children under seven (7) years of age
- Only the same number of people transported as there are seatbelts must be transported
- All road rules, signs and regulations will be obeyed
- A record of kilometres travelled based on service user work must be submitted through the vehicle log sheet, and recorded accordingly in the systems provided.
- A consent form must be signed by the caregiver/parent of the child before transporting occurs
- All child restraints must meet Code of Safety and be checked annually for compliance and safety

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De-Escalation and Minimisation

Policy Ref
PN0135

Policy
De-Escalation and Minimisation

Description
Te Aka Ora has guidelines for all employees regarding De-Escalation and minimisation.

Purpose
Te Aka Ora House is for teen parents requiring twenty-four-hour support and care. The service recognises the uniqueness of individuals in their care and protects the safety of their cultural, spiritual, environmental and social values to ensure that quality service delivery for teen parents and their whanau is maintained.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
Te Aka Ora House is committed to providing a safe, secure and home away from home environment for teen parents and their whanau. It is important that staff understand the specific support needs of teen parents in their care and the appropriate responses to individual crisis situations and challenging incidents.

Guidelines

The use of Personal Restraint or Seclusion of Service User is not used at Te Aka Ora House but we recognise that where there are signs of the escalation in the mental health and wellbeing of teen parents and there are perceived safety risks to themselves and/or others and /or property, then a process of de-escalation interventions will be initiated by staff to support the person safely through their crisis as outlined in the procedure for Resident Emergency.

Staff employed at Te Aka Ora House require sound communication skills and a good knowledge in the signs and symptoms of mental ill health of teen parents in their care.

Staff and teen parents have created a supportive culture at Te Aka Ora House which may assist in the prevention of a crisis or challenging incident.

Te Aka Ora House has documented Resident Emergency and Incident/accident reporting procedures in place.

Staff will ensure that the dignity, respect and cultural values of the teen parent and whanau are upheld throughout the crisis intervention and assessment process.

Staff will ensure that informed consent has been gained and appropriate advocacy and whanau participation encouraged throughout the process.

The Aka Ora House Parent is the designated De-escalation and Minimisation Co-ordinator
The De-escalation and Minimisation co-ordinator is guided by Terms of Reference

The service will ensure that staff receive appropriate education and training in De-escalation and Minimisation from qualified personnel.

Evaluation and Review

Annual audits will be carried out by Quality Systems Coordinator/Chief Executive to ensure compliance to Health and Disability Sector Standards and contractual obligations to funding agencies.

The review criteria will include teen parents, whanau/caregiver feedback, sources of evidence from case notes, files, staff input and provider feedback

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Experience and Qualifications of Teen Parent House Staff

Policy Ref
PN0136

Policy
Experience and Qualifications of Teen Parent House Staff

Description
Te Aka Ora has the following guidelines for the experience and qualifications required to be a Teen Parent House staff member.

Purpose
To outline to management, and staff the expected level of experience and qualifications to be a staff member at the Te Aka Ora Teen Parent House.

Scope
The staff members of the Te Aka Ora Teen Parent House are House Parents, Teen Home Support Worker and Teen Dad Co-ordinator.

Procedure
House Parents has the overall responsibility to deliver a service of care and protection on site at the Teen Parent House. The House Parent lives in while on duty to ensure acceptable adherence to the policies and procedures of Te Aka Ora in relation to the services delivered at the Teen Parent House. This is to ensure a professional service that meets the individual needs of the Teen Parents and their children.

The Teen Parent Support Worker provides support to the House Parent to provide a high quality service to Teen Parents and their children. They provide cover in the absence of the House Parent and ensures the standard of service is maintained in professional and safe manner.

Teen Dad Co-ordinator provides support to Teen Fathers to develop skills to prepare for the birth of their child, to parent well and to respond to their children's social, health and education needs. They support Teen Fathers to build healthy whanau relationships and develop strategies to deal with situations the whanau have identified they need support in. They provide support to the House Parent and Support workers and liaise with other Te Aka Ora services.

Qualification and Experience
It is desirable that staff at the Teen Parent House have a Diploma of Social Work or a qualification relevant to their position and job description. They either have a current registration with the social workers national body, are working towards registration or a recognised national body relevant to their position.

They are required to have a sound knowledge of child abuse and child protection issues and also knowledge of health and education issues. They are expected to hold a current First Aid Certificate and have a passed the Police vetting processes.

It is essential that staff at the Teen Parent House have the ability and experience to work with young people and their child/ren. They are effective role models of best practice parenting. They must demonstrate the values and kaupapa of Te Aka Ora and Christian principles and values that make our service unique.

They must have the experience and ability to work cross culturally, have a knowledge of tikanga Maori and a sound understanding of how these drive positive Maori behaviour. They must know, understand and promote the kaupapa of Te Aka Ora. They must have excellent oral and written communication skills, good organisational and time management skills and have the experience to work as a team.

Personal attributes

It is expected that staff at the Te Aka Ora Teen Parent House will:

- Be honest with integrity
- Have knowledge of strength based practices
- Caring and empathetic
- Non-judgmental
- Reliable
- A sound and decisive decision maker
- Punctual, flexible and positive
- Committed to whanau development
- Absolutely confidential and trustworthy with the Teen Parent and Te Aka Ora information
- Possess initiative and motivation

Procedure

During the selection and employment process Te Aka Ora are responsible to ensure that the candidates for a position at the Teen Parent House have the qualifications and experience necessary to deliver high quality professional services.

It is expected that qualifications will be sighted and references follow up to confirm the experience of the candidates before employment.

During employment all Te Aka Ora staff will participate in the performance appraisal and management processes to identify areas of performance that require development and growth. It is Te Aka Ora responsibility to ensure that training and development pathways are available for staff to attain the level of competency required to deliver a professional service.

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Te Aka Ora Charitable Trust

Care Placement

Children and Young People

Policy Ref
PN0137

Policy
Children and Young People

Rationale

Te Aka Ora is actively involved in delivering a range of health, social and welfare services for children, young teen parents and their families/whanau with Te Aka Ora. By providing a service that reflects appropriate assessment, treatment and support ensures that our primary aim is the safety and welfare of Children, Young Parents and their whanau in our care.

Procedure

Guidelines

All services delivered by Te Aka Ora for Child, Youth, and Teen Parents will reflect the principle that their rights are upheld, they are protected from harm and their welfare promoted in a manner that encourages and enhances healthy lifestyle choices for themselves and their whanau.

To ensure optimum care and support when working with Children, Young Teen Parents and their whanau staff and whanau choose an environment that is safe, comfortable and sensitive to their individual needs e.g. a safe home, schools and learning environment within Te Aka Ora.

All Child, Teen Parents who are referred to Te Aka Ora for assessment, support and care are fully informed of all facets of their health and welfare plan in a manner that is easily understood taking into account the age and development stage of the Child, Teen Parent and Young Persons.

On entry to Te Aka Ora all Children and Young Teen Parents have as a part of their health and welfare plan appropriate Needs Assessment, Goal and Care plan, Exit and Follow up Plan to suit the individual needs of the child/young teen parent.

Te Aka Ora have Child, Youth Teen Parent and Family procedures in place that follows the contractual obligations and legal requirements, for a Child or Young Person who is under the care of Oranga Tamariki Services and/or Te Aka Ora. This process ensures that the Child, Youth and Te Aka Ora receives quality support, care and protection until the social health and welfare issues improve and strategies are put in place, e.g. SWiS
(Social Worker in Schools) or by use of Strengthening Family and/or Whanau Ora processes to assist and encourage the family to maintain a safe and healthy lifestyle for themselves and their children.

Te Aka Ora will ensure close working relationships, linkages and networks with other Health and Welfare Providers, Community Agencies, Schools, Kohanga Reo, Early Childhood Centres and other relevant groups are maintained and ongoing for safe delivery of services to Child, Youth and Teen Parents.

Te Aka Ora staff and volunteers will have a clear understanding of the appropriate legislative requirements when Children, Young Persons and Teen Parents are referred to our services for care and support.

Conclusion:

Te Aka Ora will ensure that all Child, Youth and Teen Parents Family/Whanau referred to our service are supported holistically to ensure positive health and welfare.

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Child Protection Policy

Policy Ref
PN0138

Policy
Child Protection Policy

Procedure

Associate documents:

Incident Reporting form
Notification of Concern Form
Vulnerable Children's Act 2014
Child Rights Policy

Rationale
This policy provides Te Aka Ora with a framework to identify and manage actual and/or suspected child abuse and neglect.

It recognises the important role and responsibility staff have in the accurate detection of suspected child abuse and/ or neglect. The early recognition of children at risk of abuse, and also ensures that any services provided or actions taken in respect of child abuse, neglect, or suspected or potential child abuse and neglect situations are guided by this organisation's Child Protection Policy.

Scope
This policy outlines the steps this organisation will undertake to ensure Children and Teen Parents are safe. The policy applies to actions by management and employees and includes students, people working under contract and volunteers for Te Aka Ora.

Identification

Child protection concerns can arise either by disclosure, or recognition of signs and symptoms in a child receiving services from Te Aka Ora. It also includes child protection concerns related to a child indirectly involved with some service users, for example in an educational institution.

Roles and Responsibilities

Management responsibilities

Worker safety checks will be undertaken as required by the Oranga Tamariki Act 2019. Each worker safety will be repeated bi-annually.

Staff responsibilities
Staff must be alert to the signs and symptoms of neglect or abuse and take appropriate action to protect the wellbeing and safety of Children and Young People, whether the Child or Young Person is directly or indirectly a service user of the service.

All staff members who identify child protection concerns will consult with at least one of the following:

1. Director of Service
2. Senior Social Worker
3. Child Care Protection Worker
4. Services Manager
5. Contact ORANGA TAMARIKI
   - Phone: 0508FAMILY (0508 326 459)
   - Fax:09 914 1211
   - Email:contact@ot.govt.nz
   -
6. Police
   - Phone: 111
   -

If there is an immediate safety issues, the staff member will phone the police in the first instance. Refer also to the section on "Security"

Referring to Oranga Tamariki (ORANGA TAMARIKI) (Template Notification)

Referrals to ORANGA TAMARIKI after consultation with the Director of Service, Senior Social Worker/Management
Referrals to ORANGA TAMARIKI are made by Phone – 0508-326-459 or email contact@ot.govt.nz

Referring a child to Oranga Tamariki (ORANGA TAMARIKI) who is not a client of Te Aka Ora
All cases of child protection can be activated by this service, even if the child concerned is not a client of this service.

Communication

It is the responsibility of ORANGA TAMARIKI or the Police to inform Caregivers or Parents of a referral

Informing caregivers of a referral
Communication with the child's parents or caregivers that a referral to the police or ORANGA TAMARIKI has been made will be managed with consideration to the safety of the child, staff and other family members. Do not inform the caregivers unless it is safe to do so for the child/young person.

Informing the service user or caregivers of a referral should be undertaken in a safe environment for staff the service user, parents, caregivers e.g. in the clinic, or by telephone. Consult with the Chief Executive and/or Senior Social Worker.

Documentation
All staff are required to document the following in the case notes:

- Observations and assessments
- Discussions with the the Director of Service, Senior Social Worker and/or Chief Executive
- Documentation of what was reported to ORANGA TAMARIKI
- Copy of notification in the clients file where applicable

- Referral should be sent from Exess Data Base- Under letters, this will record the ROC in the internal audit system

- ROC's should be sent to Chief Executive, Director of Service and Contracts Manager if high risk.

Security
For circumstances where the safety of the Child, Teen Parent, Family or staff member is at high risk:

- Consult with the Director of Service, Senior Social Worker and/or Chief Executive

- Arrange appointments with the family at a venue outside of the home

- Visit in pairs with a mobile phone.

Report of Concern to Child, Youth & Family or Police

- The Report of Concern form will only be completed from Case Management where there are concerns for the safety of child/ren from any forms of abuse.

- While active it will be placed in the clients file.

- When safety concerns no longer exist the form will be placed in the notification of concerns folder held in the Chief Executives office

NOTE – the absence of an alert does not mean there are not child protection concerns, and the presence of an alert does not mean the child is currently at risk.

Staff Support
Staff can access support through:
1. Director of Service
2. Management Team
3. Internal supervision
4. External support agencies and individuals in line with the confidentiality guidelines and supervision agreement.

Incident Reporting
Staff will complete an incident report for threats to their personal safety while working with whanau, Teen Parents and other clients.

Information to Staff and Training
- All staff are informed of this policy with training and updates provided to front-line staff, as required

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Policy for Director of Services

Policy Ref
PN0138

Policy
Policy for Director of Services (Child and Family Support Service)

Rationale
The Director of Service of the Te Aka Ora will ensure that the powers, duties and functions conferred or imposed under the Act on a Child and Family Support Service is carried out appropriately within the guidelines under The Children, Young Persons, and Their Families (Oranga Tamariki) Act 2017

Procedures
The Director of Service will oversee all responsibilities governing operations of Te Aka Ora. This includes ongoing monitoring and evaluation with the aim to improve the effectiveness of standards to ensure service delivery is provided in an appropriate and safe way.

The Director of Service will ensure that Te Aka Ora ddemonstrates that it is meeting the standards and the quality of service delivery, noted in the assessment process and review documents.

The Director of Service will ensure that policies and standards are maintained and carried out effectively.

Conclusion

With the Chief Executive ensuring quality standards of service and regular reviews a quality service will be delivered to clients their whanau and caregivers.

Appointment of a Director of the Service

Te Aka Ora appoints a Director of Service to meet the requirements of the The Children, Young Persons, and Their Families (Oranga Tamariki) Act 2017

To fulfil the requirements Te Aka Ora is required to designate, or identify, a person to act as the Director of Service. Te Aka Ora will appoint a Director of Service and include this in their job description. This is to ensure accountability. The Director of Service is solely responsible for the care of any Child or Young Person placed in the services of Te Aka Ora.

The Board is responsible for appointing the Director of Services. Often, the person appointed as Director of Services is the manager of Te Aka Ora. In deciding whom to designate or appoint the Board will ensure:

- that the person designated has sufficient seniority and authority within Te Aka Ora to undertake the responsibilities that may be place upon them by orders of the Court

- that the person has the authority to agree, on behalf of Te Aka Ora, to Court orders binding Te Aka Ora Charitable Trust to legal and financial obligations in respect of a Child or Young Person
- that the Director of Service appointed is able and competent to carry out the responsibilities and duties that a Court order may put on them.

For Review
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Placement

Policy Ref

PN0139

Policy

Placement

Rationale

All placements for treatment and care within Te Aka Ora have as their primary consideration the safety and wellbeing of the Child, Young Person and Teen Parent must reflect the best interests of the Child, Young Person and Teen Parent for their recovery, care and rehabilitation process if the service is going to be fully effective and meet the Child, Young Person(s) and Teen Parent(s) needs.

Procedure

Guidelines

Consideration must be given to the placement of a Child or Young Person and Teen Parent when developing placement plans for treatment and care of Children, Young People and Teen Parents.

Whanau support and approval along with Child, Young person(s) and Teen Parent(s) preference must be included in developing any placement or care plan. Factors to be included are access, cultural requirements, locality, gender preference, alternative treatment options, suitably trained and qualified caregivers and practitioners.

Placements for treatment or care giving will only be made when there is no obvious risk of harm to the Child, Young Person(s) procedures for ensuing validation of all caregivers and practitioners will be available and followed.

All placements will have a care plan and treatment plan with facility to be regularly reviewed for measured improvement and outcomes.

All placements must include a monitoring and supervisory procedure by a health or social worker. They will assess the progress of the Child and/or young person(s) and to ensure the care and treatment plan is being followed and/or revised, and to take into account the need for amending the plan.

All placements must have an established procedure for successful termination of the placement and finalising the care and treatment plan so the interests of the Child and/or Young Person(s) and Teen Parents are safeguarded.

Conclusion

Placement of Child, Young Person(s) and Teen Parent for treatment or into care must ensure that their wellbeing and safety are fully considered. These along with their individual preferences will provide a service which is effective and continues to provide social, cultural and personal comfort.

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Quality and Risk Management

Policy Ref
PN0140

Policy
Quality and Risk Management

Description
Te Aka Ora has guidelines for all employees regarding Quality and Risk Mmanagement.

Purpose
The purpose of this policy is to explain the general procedures relating to Quality and Risk Mmanagement.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
Risk Management is regarded as the rational processes that allow risk to be managed well. Risk Management is effective when the measures taken protect the achievement of goals with the accepted tolerance of risk.

At Te Aka Ora we define risk according to three broad categories:

- Strategic Risk (this includes external and internal risk)
- Special Risk
- Operational Risks

Te Aka Ora Charitable Trust will use a consistent process across all it services for managing risk and will comply with national Risk Management practices as detailed in the publication Risk Management AS/NZS 4360: 1999.

Te Aka Ora will carry out regular assessments of both strategic and operational risks and this will also address those risks associated with organisational change.

1. Operational Risk

These relate to day-to-day operations within the Te Aka Ora and include:

- Failure to provide appropriate support to service users receiving services or to notice health deterioration
- Food hygiene, health risks, infectious diseases
- Fire
- Earthquake, flood, storm, tsunami, or other Civil Defence Emergency
- Night-time security, burglary, theft
- Misuse of Te Aka Ora, property or money by staff or service users
- Misuse of service user property or money by staff or service user
- Serious disharmony between service users or threats or actual aggressive behaviour towards other service users or staff.
- Failure of DHB to provide appropriate clinical support or response including acute/crisis service.
- Employment of poor performing or under skilled workers
- Cultural safety

- Negative impacts of our service on neighbours or others in the community

PROCEDURES:

Strategic Risks:

- The Te Aka Ora Chief Executive will undertake an annual assessment of those external and internal strategic risks as defined in this policy.

- Actions resulting from the risk assessment will be incorporated into the strategic plan and business plan where appropriate.

Special Risks:

- The Chief Executive will take overall responsibility for ensuring any new special projects, or significant changes in structure or service delivery are subjected to a risk assessment during the planning stage. The Chief Executive may decide to delegate this responsibility.
- The risk assessment will follow those processes as set out in the assessing risk section of this policy.

Assessment of these special risks will include:

- Project management timeframes and consequences of any delays to critical deadlines.
- Degree of capital and operational funding support from staff, service users affected by the new developments or changes (this is known as a stakeholder analysis)
- Any other pressure points or stresses that may impact on the proposal
- Impact on other Te Aka Ora services and management support areas, e.g. Administration, Human Resources.
- The risk assessment will follow those processes as set out in the assessing risks section of this policy
- From this risk assessment, a project plan will be formulated that includes:
- The summary of steps to be taken are:
- By whom; and
- The timeframes that will apply
- Special projects will be subjected to regular reviews and updates until the project is completed. There will be a reporting process though to the Board of Trustees.
- Special project plans, including risk assessment and risk action plans will be documented.

Operational Risks:

- Each site (Te Aka Ora, TWWH, and TAOH) within Te Aka Ora has a designated OSH representative who undertakes monthly physical checks of the workplace and reports any potential or actual hazards or risks. Te Aka Ora has a number of health and safety policies that detail these procedures.

- Alternatively, Te Aka Ora may have one OSH representative to oversee all sites.

- Chief Executives will be required to complete six monthly health, safety and risk assessments for the services of their responsibility. This is reported to the Chief Executive on the Bi-Annual Health and Safety/Risk Assessment Report.

- Chief Executives will use the processes as set out in the assessing risks section of this policy to help them analyse and evaluate the risks and select the most appropriate option for addressing the risk.

Assessing risks:

- At Te Aka Ora all risks will be managed by analysing and evaluating the risks and then selecting the most appropriate option for addressing the risk.

Risk analysis:

- The purpose of risk analysis is to separate minor acceptable risks from the major risks and to provide data to assist in the evaluation of, and intervention in, risks.

Existing controls

The first step is to identify those existing organisational, technical systems and procedures used to manage risk and assess their strengths and weaknesses.
There are a number of ways of doing the above including:

- Checklists
- Judgements based on experience and records
    - Flow charts
    - Brainstorming
    - System analysis
    - Scenario analysis

Consequence and likelihood:

The next step is to address the magnitude of consequences or the impact of the "risk" should it occur, and the likelihood of the "risk" and its associated consequences.

The consequences and likelihood of the "risk" are assessed in the context of the existing controls

To avoid subjective biases, the best available information sources must be used when analysing consequences and likelihood. Sources of information may include.

- Past records
- Relevant experience
- Mental health practice and experience
- Relevant published literature
- Test marketing and market research

The following tables provide Te Aka Ora personnel with a method of help to determine the consequences and/or impact of a risk, and the likelihood of the risk.

Table 1: Qualitative Measures of Consequences or Impact of Risk

Level 1	Descriptor	Examples
1	Insignificant	No Injuries Low financial loss No impact on Te Aka Ora reputation No impact on quality of life for user of Te Aka Ora services
2	Minor	First aid treatment Medium financial loss Te Aka Ora reputation may be questioned by some stakeholder groups but its impact is minor Some areas of quality of life for one or two services may be affected
3	Moderate	Medical treatment required High financial loss Adverse regional media exposure Some quality of life areas would be adversely affected for service users across the organisation
4	Major	Extensive injuries Loss of service capability Major financial loss Te Aka Ora reputation is seriously threatened including national media coverage Service users would experience a significant downturn in their quality of life which would threaten their health and well being
5	Catastrophic	Loss of life Huge financial loss Service contracts withdrawn Services users quality of life would be threatened to the extent that they would no longer be safe in Te Aka Ora services

Table 2. Qualitative Measures of Likelihood of Risk

Level	Descriptor	Description
A	Almost certain	Is expected to occur in most circumstances
B	Likely	Will probably occur in most circumstances
C	Possible	Might occur at some time
D	unlikely	Could occur at some time

- The following matrix is then used to plot the consequences and likelihood of the risk to produce a category or level of risk.

Likelihood	**Consequences**				
	Insignificant 1	**Minor 2**	**Moderate 3**	**Major 4**	**Catastrophic 5**
A almost certain	H	H	E	E	E
B likely	M	H	H	E	E
C moderate	L	L	M	H	E
D unlikely	L	L	M	H	H
E rare	L	L	M	H	H

Legend: E: Extreme risk; immediate action required
H: High risk; general/Chief Executive's attention needed
M: Moderate risk; responsibility must be specified
L: Low risk; manage routine processes

RISK EVALUATION:

- The purpose of risk evaluation is to generate a prioritised list of tasks for further action.
- Risks that fall into the low risk category will be accepted with minimal further action.
- These low risks will be monitored and reviewed annually to ensure they remain acceptable. This is the responsibility of each Manager
- Risks outside the low risk category warrant intervention, which will be selected from one or more of the options in the next section (Intervention).

Intervention:

- The purpose here is to identify the preferred option for managing the risk, and then prepare and implement the risk action plans.
- There are a number of options available for managing risks

Risk aversion:

This means not proceeding with activity likely to generate risk.

- Caution needs to be taken in considering this option as risk aversion can result in:
    - Decisions to avoid or ignore risks regardless of the information available and costs incurred in managing those risks
    - Failure to manage risk
    - Leaving critical choices and/or decisions up to others
    - Deferring decisions which Te Aka Ora cannot avoid
    - Selecting an option because it represents a potential lower risk regardless of benefits

Reduce the likelihood of the risk:

Strategies here can include:

- Audit and compliance programmes
- Formal reviews of requirements, specifications and operations
- Inspection and process controls
- Quality management and standards
- Structured training programmes
- Organisational arrangements
- Contract conditions
- Investment and portfolio management
- Preventative maintenance
- Research and development
- Supervision

Reduce the consequences

- Contingency planning
- Contract conditions
- Fraud control
- Portfolio planning
- Separation or relocation of an activity and resources
- Public relations
- Contractual arrangements
- Disaster recovery plans
- Minimizing exposure to sources of risks
- Pricing policy and controls

Transfer the risk:

- This involves another party sharing some part of the risk.

- This can be done via the use of contracts, insurance arrangements and organisational structures such as partnership, MOU and joint ventures.

- It needs to be considered that while transferring a risk to another party may reduce the risk for the Te Aka Ora, it can also mean that Te Aka Ora acquires a new risk in that the organisation to which the risk has been transferred, may not manage the risk effectively.

RETAIN THE RISK:

- After risks have been reduced or transferred, there may be residual risks that are retained.
- Risks can also be retained by default through a failure to identify and/or appropriately transfer or otherwise manage risks.

Selecting the appropriate option:

- Options are to be selected on the basis of the extent of risk reduction, and the extent of any additional benefits or opportunities created.
- Selection of the most appropriate option will involve balancing the cost of implementing each option against the benefits derived from it.

Risk action plans:

- The risk action plan documents how the chosen options will be implemented.
- The plan identifies responsibilities, schedules, the expected outcome, budgeting, performance measures and the review process to be set in place.

Monitoring and review:

- Chief Executives regularly review their risk management plans to ensure they remain relevant.
- The Chief Executive will coordinate an annual review of all operational risks with Chief Executives and staff.
- The effectiveness of risk intervention will be monitored via the quarterly Quality meetings at Te Aka Ora.

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Whanau, Family, Service User and Caregiver Participation

Policy Ref

PN0141

Policy

Description

Te Aka Ora has guidelines for all employees regarding whanau, family, service user and caregiver participation.

Purpose

Wherever possible, families and caregivers shall be involved in the planning, implementation and evaluation at all levels of services to enable the whole family to assist with the responsibility of support and treatment for the service user.

Scope

The following guidelines are to be adhered to by all managers, supervisors and employees and volunteers.

Procedure

Guidelines

Where appropriate whanau/family and caregivers will be Whanau, Family, Service User and Caregiver Participation

1. encouraged to be involved in the service provision.
2. A range of appropriate support will be offered to whanau/families and caregivers to maximise their participation in services.
3. The service will ensure that service users have access to all opportunities for social interaction, training and employment that are available in their community
4. Service users are encouraged to advocate for and establish their own networks to determine their own pathways to independence and maintaining their individual wellbeing.
5. Service users and whanau are supported to evaluate and monitor the services they receive and provide regular feedback through, in house service user meetings with service user advocate representative, specialist clinicians, community agencies, completing service evaluations, open communication with staff and the whare, surveys, involvement in audit processes, quality improvement of service provision and complaints processes.
6. Education and other appropriate support will be offered to whanau/families and caregivers to maximise their participation in services.
7. Performance of the service will be evaluated against these criteria and results will be part of the service improvement process.

Conclusion

By maximising whanau/caregiver involvement and participation in service delivery it is anticipated a greater understanding and willingness to support care and treatment will result.

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Programme Development and Implementation

Policy Ref
PN0142

Policy
Programme Development and Implementation

Description
Te Aka Ora has guidelines for all employees regarding Programme Development and Implementation.

Purpose
The purpose of this policy is to explain the general procedures relating to Programme Development and Implementation.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure

Rationale

By providing programmes and services that are well planned and designed to meet the needs of individuals, a more structured and focused approach can be adopted toward treatment, care or education of service users receiving services. The service specifications issued annually describe programmes. The applications of Community investment funds under the Public Finance Act 1989 apply. Social Workers in Schools – Programmes and the Teen Services Specifications also apply.

Guidelines

To set goals and objectives that are achievable and that meet the identified needs of the Service user receiving the services and which comply fully with any legislative requirements.
Make effective use of time.

- To complete the cycle of the plan-implement and-evaluate-plan.
- To ensure staff, services, resources, materials, equipment are all organised prior to being needed.
- To ensure that the service still operates efficiently when a staff member is absent from work.
- To provide effective procedures and packages for the people receiving the services to fully utilise programme resources and materials.

All planning and preparation will be formally recorded and provide for:
1. Flexibility
2. Ongoing assessment, evaluation and provide a record of progress
3. Contain an organised timetable.
4. Ensure all the needs of the service users receiving the services are being met.
5. Incorporate approaches for service users receiving the services, their health, well-being and safety.

Conclusion

Effective written plans and good preparation are essential for providing a comprehensive and workable approach for the treatment, care and wellbeing of service users their whanau and caregivers and through the use of these plans they can feel confident and be able to monitor their progress.

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Please Note – Specifications change annually

1) http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/service-guidelines/social-workers-in-schools-service-specification-f18.docx.pdf
2) http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/service-guidelines/supported-housing-vulnerable-teen2016.pdf
3) http://www.msd.govt.nz/about-msd-and-our-work/publications-resources/planning-strategy/teen-fathers/

Monitoring and Evaluation

Policy Ref
PN0143

Policy
Monitoring and Evaluation

Description
Te Aka Ora has guidelines for all employees regarding Monitoring and Evaluation.

Purpose
The purpose of this policy is to explain the general procedures relating to Monitoring and Evaluation.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure

Individual Whanau/Caregiver Feedback

Rationale

The Te Aka Ora Chief Executive will ensure that staff are to use the Health & Disability Sector Standards, Children and Young People Standards for Approval and Guidelines for Monitoring and Evaluating Systems for service user/whanau receiving the services from Te Aka Ora.

Guidelines

All staff will ensure that service users receiving the services are aware of their right to give Te Aka Ora their feedback, and also that if service users receiving services wish to make any complaints that this can be done through the formal complaints procedures available to them.

All staff are to provide service users receiving the services with an evaluation form for written feedback about the services provided through Te Aka Ora.

All staff will seek verbal feedback, from all service users during and at the end of each session, and at the conclusion of the contract, as to how well the support service is addressing their needs.

All staff will note any relevant feedback from community groups (e.g. in relation to a referral) about Te Aka Ora work quality and systems.

All staff workers are to ensure that relevant verbal and written feedback from service users receiving the services and the community is received by the Chief Executive, Te Aka Ora for collation, consideration and evaluation.

All staff will address any issues of concerns raised by service users receiving the services or through community feedback in supervision and/or at team meetings and in their annual performance appraisals.

Te Aka Ora requires all staff to monitor and evaluate all service delivery with service users receiving the services. Monitoring and supervision is to be provided by the Chief Executive to ensure services are meeting the individual needs of service users receiving the services and following correct procedures.

Conclusion

By accepting and canvassing feedback from service users receiving the services, valuable information about service delivery and individual/whanau/caregiver needs can be considered and used to upgrade service delivery.

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Client Engagement-Participation and Feedback

Policy Ref

PN0144

Policy

Insights and perspectives from Teen Clients to inform quality improvement to services

Description

Te Aka Ora has guidelines for all employees regarding Youth or Teen aspirations to inform strategies and relationships

Purpose

The purpose of this policy is to encourage youth / teens to input into improving services and listen to their aspirations and facilitate helpful relationships.

Scope

The following guidelines are to complement and contextualize perspectives from Rangatahi.

Principals

1. Facilitate helpful relationships for Teens- Teens value and need the support and guidance of a trusted peer with personal experience in residential settings, a staff member who takes a special interest in them and a caring consistent mentor
2. Understand the Meaning of resistance and Frustration and Acting Out
3. Create Opportunities for Peer Support
4. Encourage and Motivate – Don't Coerce – Engaging Teen requires patience, persistence and deep respect. Teens find coercion , including point level systems demeaning and not motivating
5. Provide Opportunities for a Good Education- Create rich, individualised educational opportunities based on the expectation that each young person can be successful
6. Ensure Fairness and Safety- Provide clear channels for teens to report any situations that make them feel unsafe. Take all complaints seriously and follow through appropriately.

Procedures

Use feedback loops to ensure these principles are implemented in service design and delivery:

Video Journal, Journals, Art Space and Survey Monkey

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Managing the Risk of Infectious Diseases

Policy Ref
PN0145

Policy
Managing the Risk of Infectious Diseases

Description
Te Aka Ora has guidelines for all employees regarding Managing the Risk of Infectious Diseases.

Purpose
The purpose of this policy is to explain the general procedures relating to Managing the Risk of Infectious Diseases.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
Scope:
This policy applies to all staff, service users, trustees, and visitors of Te Aka Ora services.

Background:

- Infectious diseases are a significant cause of unnecessary illness and death in New Zealand. Social and economic environments play a crucial role in the distribution of infectious diseases within communities. Addressing infectious disease problems requires a coordinated action from many sectors and as a provider of mental health services, Te Aka Ora is committed to helping reduce the incidence of infectious disease.

Definition:

- *Infectious diseases* are usually caused by bacteria or viruses and can be spread by human to human contact, animal to human contact, human contact with an infected surface, airborne transmission through tiny droplets of infectious agent suspended in the air, and by a common vehicle such as food or water.

- *Notifiable disease:* under the health Act 1956 medical practitioners are required to notify the Medical Officer of Health of any notifiable disease they suspect or diagnose. A revised schedule of notifiable diseases came into effect 1 June 1996 and a copy of this is located in the Related Standards and Guidelines Manual.

Policy:

- Te Aka Ora will take all possible measures to reduce the incidence of infectious disease for all staff, service users, trustees, and visitors.

Procedures:

- Hand washing is the most important way to prevent the spread of infections. In general, hands should be washed before and after direct contact with another person or contact with any body fluid, after using the toilet, after blowing or wiping ones nose, and before eating.

- Staff, are to ensure all Te Aka Ora facilities have soap and running water available at all times.

- Soap will be of the flowing/liquid kind, and not bar soap.

- Hand washing signs are to be prominently displayed in all Te Aka Ora premises.

Te Aka Ora staff are to use the following universal precautions to prevent the spread of blood –borne infections are the human immunodeficiency virus (HIV), the virus that causes AIDS, and the Hepatitis B virus.

- All Te Aka Ora staff are to treat blood and body fluids from other persons as potentially infectious.

- Disposable gloves are to be readily available at every Te Aka Ora premises and in the first aid kits of all Te Aka Ora vehicles, for staff to use when coming in contact with blood or body fluids.

- In the event of a first aid situation involving blood, and disposable gloves not being readily available, staff are to ensure they use a barrier (e.g. towels, clothing, bandages, or whatever is available) to stop the bleeding and cover the injury.

- In instances where staff need: to assist with cleaning urine, stools, or vomit, they are to avoid direct contact. Gloves and a cleaning solution are to be used in all such instances. Soiled clothing and/or linen are to be placed out of touch from others and washed in hot water as soon as possible, or disposed of in a sealed rubbish bag if necessary.

- All Te Aka Ora Service User handbooks and staff flats will have up-to-date information on sexually transmitted diseases and ways of preventing infection.

- Te Aka Ora support staff will support service users in practising safe food handling, especially in the storage and cooking of foods. Up-to-date information brochures on safe food handling will be made available to all service users and staff.

- Te Aka Ora may pay for staff to be immunised against Hepatitis B if they are working in a situation that is exposing them to that risk. Approval for payment for immunisation is the responsibility of the Chief Executive.

- Influenza is an infectious disease that can spread very quickly in the workplace, being easily transmitted by sneezing, coughing, nasal dripping, etc. Symptoms include fever, chills, cough, sore throat, runny or stuffy nose, headache, fatigue, and muscle aches. Te Aka Ora service, staff will work cooperatively with the Public Health Service in carrying out all required follow-ups and interventions.

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Client Files

Policy Ref
PN0146

Policy
Client Files

Description
Te Aka Ora has guidelines for all employees regarding Client Files.

Purpose
The purpose of this policy is to explain the general procedures relating to Client Files. Client files are managed on a secure platform.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
Te Aka Ora aims to provide a service to staff and clients that is safe, professional, effective and that the interests of the Child or Young Person be paramount and central to all we do. **It is the policy of Te Aka Ora that:** No client files will leave Te Aka Ora premises unless for extenuating circumstances and this will require consent from the Chief Executive.

Procedure

1. All client notes, letter and information are to be kept in one file. No client information is to be released or disclosed without the clients written approval or if a child is at risk of serious and imminent harm.

2. All files must be up to date showing the clients referral, assessment, contract, reviews and closure forms.

3. If clients wish to access their files they must apply in writing under the Official Information Act to the Te Aka Ora Chief Executive and arrange to come in and view their files.

4. Auditing of client files will be done monthly by the Supervisor and Chief Executive.

5. All closed files from Te Aka Ora House must be relocated to the Te Aka Ora 9 Temple Street office for safe keeping.

6. Client files and identifiable client information is not to be carried in vehicles unless permission is granted from the Chief Executive.

7. Funder's specifications will direct Monitoring and Evaluation- following Social Services Accreditation Guidelines and protocols.

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Discipline of Children and Young Persons

Policy Ref
PN0147

Policy
Discipline of Children and Young Persons

Description
Te Aka Ora has guidelines for all employees regarding Discipline of Children and Young Persons.

Purpose
The purpose of this policy is to explain the general procedures relating to Discipline of Children and Young Persons.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
Rationale
As an organisation providing Child, Teen Parent and Family Support Services under Section 396 of the Children, Young Persons and Their Families Act 1989 it is appropriate those using the service must be confident that forms of discipline used for Children and Young Persons, in all cases, must be used only in the best interest of the Child and Young Person and in such a way that there is no physical and emotional harm caused to the Child.

Guidelines
All disciplinary measures shall follow strict procedures that will be detailed in writing on appropriate incident/accident form available for all care givers and social workers and Children and Young people.

No disciplinary action for misbehaviour of a Child and Young Person in care will include physically or emotional punishment and caregivers will be trained in appropriate alternative disciplinary methods.

If a Child or Young Person in care is disciplined for misbehaviour a record of the disciplinary action will be recorded in the Child, Young Person/s case notes and reported to the supervising case worker as soon as practicable.

All care givers will encourage good behaviour without punishment and only consider formal discipline if all other alternatives have been exhausted.

Any breach of the disciplinary policy will result in the Child or Young Person being removed from the care placement to ensure the safety of the Child is maintained.

If there is a breach of the disciplinary policy the caregiver role will be investigated by management and/or other significant providers or agencies involved in the Child/Young Person/s support and care.

Conclusion

Alternative and appropriate methods of discipline which encourage good behaviour are more successful in achieving positive responses from Children and Young Persons and are the only acceptable methods of discipline to be used in any care placement

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TO BE REVIEWED

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Service Audit

Policy Ref
PN0148

Policy
Service Audit

Description
Te Aka Ora Charitable Trust has guidelines for all employees regarding Service Audit

Purpose
The purpose of this policy is to explain the general procedures relating to Service Audit

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
This audit process focuses on identifying achievements.
Areas for further improvement or development will be highlighted.
The service should demonstrate continual striving for best practice.

Rating System

Nil	The policy standard has not been meet
Minimum	Minimal policy standard is met but no evidence of improving best practice
Acceptable	Suitable evidence of policy standard meeting requirements in most areas with best practice demonstrated
High	All or most criteria of policy standard are being meet with strong evidence of continuous improvement and use of best practice

Evidence sources

Use of a wide range of evidence sources is encouraged including service user, community, and staff, through records, visual observation, and physical identification.

Examples

Certification of resources, facilities, staff
Records, databases
Systems, processes
Reports
Surveys
Interviews, staff, service users, agencies
Contracts
Code, Practices and Ethics

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Te Aka Ora Charitable Trust

Accounting and Finance

Correct use of Trust Credit facilities

Policy Ref
PN0149

Policy
Correct use of Trust credit facilities

Description
Te Aka Ora has guidelines for all staff regarding the use of Trust credit facilities.

Purpose
To explain the general procedures relating to the use of Trust credit cards.

Scope
The following guidelines are to be adhered to on a Trustwide level.

Procedure
Te Aka Ora Trust credit cards are exclusively for business use only. This includes:

- reasonable business activities
- Internet purchases and payments
- travel expenses (only if it cannot be pre-arranged) Note that under normal circumstances all travel, both domestic and international, must be booked on the corporate account.
- Emergency expenditure

There is to be no purchase of items of a capital nature. You should refer to the separate authorisation process for this type of expenditure. Capital expenditure includes expenditures, which are shown on the Te Aka Ora balance sheet and which, in general, represents items with an economic life in excess of one year.

No motor vehicle expenses are to be paid via credit card. Trust car drivers will be aware that this expenditure must be arranged through the Chief Executive. Trust credit cards will only be used in extreme circumstances.

All expenditure on credit cards must be supported by a receipt and GST / tax invoice. These must be submitted with the statement (within the time frame agreed with the Accounts Payable Dept.). If receipts and invoices are not attached then the charge will be passed directly to the card holder.

It is the responsibility of the card holder to ensure that the monthly statement has the appropriate attachments, is authorised by your manager and returned to Accounts Payable by the appropriate date. Late payment fees and interest will also be passed to the card holder. Any breaches of these guidelines will see the card privileges revoked for any individual concerned.

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Travel expense reimbursement

Policy Ref
PN0150

Policy
Travel expense reimbursement

Description
Te Aka Ora has guidelines for all managers regarding the reimbursement of all travel related expenses.

Purpose
To explain the general procedures relating the reimbursement of travel expenses.

Scope
The following guidelines are to be adhered to at a Trust wide level.

Procedure
All travel undertaken for Te Aka Ora business related purposes can be claimed back as an expense to Te Aka Ora.

This includes expenses for training, conferences, meetings or other official functions. Any business travel which requires overnight accommodations must be pre-approved by the Chief Executive or the Chair for the Chief Executive's use.

A copy of the itinerary must be signed prior to embarking on any such travel so as to ensure expenses will be reimbursed.

Te Aka Ora will not be responsible for any personal expenses incurred while travelling. Please retain receipts for all expenses as these will not be approved without written receipts.

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Investment Policy

Policy Ref
PN0151

Policy
Investment Policy

Description
Te Aka Ora has guidelines for the organisational Investment Policy

Purpose
Te Aka Ora investment assets are to be invested in such a way as to maximise long term total returns consistent with prudent levels of risk, whilst maintaining sufficient liquidity to enable Te Aka Ora to meet its day-to-day financial commitments. Recognising that these assets support Te Aka Ora in meeting these commitments, returns should enhance the real value of the assets after the funds have been released to meet Te Aka Ora needs. The Trust must follow Charities Commission guidelines and compliances to maintain charitable status awarded under the relevant Tax legislation.

Scope
The following guidelines are to be adhered to by the Chief Executive and the Board of Trustees.

Procedure
- The Board of Te Aka Ora considers that the investment of the assets should aim at the following:
    - to have all available funds securely invested to achieve the maximum long term return consistent with a low tolerance to risk.
    - to meet the investment interest goals set in the Te Aka Ora budget.
    - to maintain the real value of Te Aka Ora assets after funds have been released to meet Te Aka Ora needs.

Allocation of Investment Responsibilities

The Board will be responsible for the following:

- Determining the appropriate level of risk (such as exposure to equity investments and variability of returns) after taking into account the practical difficulties that result from capital losses, be they realised or not.
- Developing and reviewing any policy guidelines to be given to the designated Board Member or Chief Executive.

The designated Board Member, Chief Executive or the designated staff member will be responsible for the following:

- Managing any day-to-day matters pertaining to the investments.
- Determining where any investments shall be made provided, that these are consistent with the Board guidelines.

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Delegation of Authority Policy

Policy Ref

PN0252

Policy

Delegation of Authority Policy

Description

Te Aka Ora's Delegation of Authority provides a clear indication of authorization and responsibilities for all Board Members, Executive, Management teams, staff and contractors.

This policy outlines both the Financial and Non-Financial responsibilities of all members within Te Aka Ora.

Purpose

This policy applies to all employees, contractors (together "Workers") and Board members of the organisation.

To provide guidelines of authority for financial and non-financial charges and decisions.

Scope

The following guidelines are set to reflect the decisions and procedures as per the Trust deed and the instruction as delegated from the Board of Trustees for the daily operational running.

Procedure

Te Aka Ora Board is responsible for all aspects of the Organisation. In order to allow the organization to function effectively and efficiently on a day to day basis, the board has delegated to the CEO and management team the authority to spen money and to carry out certain other tasks and functions within prescribed limits. Those delegations are set out in this policy.

All Te Aka Ora staff, including contractors, are covered by this policy for non-financial delegation decisions. The application of the interpretation and application of the Financial Delegations and Non-Financial Delegations in this policy.

These are 'quantitative' delegations under which the board of Te Aka Ora delegated authority, to be reviewed on an annual basis through the delegation matrix review.

The non-financial delegations are dependent on the postion and role of the individual who have the delegations under which the Chief Executive has delegated authority to approve (or not) certain types of transaction. It is important to understand as a delegator that your decision to approve is based on evidence being provided by the individuals or roopu e.g data from Exess or InfoCare, observations.

The Financial delegations and non-financial delegations are referred to collectively as the delegations.

Financial delegation will be delegated for goods and services that are used in the normal course of running the organization, includes commitments/contract for supply for Te Aka Ora. Anything outside of the delegation matrix will become as a directive from the Board or chief executive.

A delegation form must be completed and signed by the delegate and delegator, and then the approver.

The signed original must be forwarded to Te Aka Ora Administration team to be placed on their HR File.

Contractors may hold delegated authority in unusual circumstances and with Chief Executive approvals.

Tier	Position
Tier 1	Board of Trustee's delegates
Tier 2	Chief Executive
Tier 3	Financial Controller/Financial Manager
Tier 4	Management Team – Practice Leader, Centre Leader, Executive Assistant
Tier 5	Kaimahi
Tier 6	Contractors

This document is controlled

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Fraud Policy

Policy Ref

PN0254

Policy

Fraud Policy

Description

Te Aka Ora understands that temptation and lack of judgement is a possible risk within any organization. The fraud policy is an overview of possible risks and guidelines to follow to mitigate any associated risk to the organization.

Purpose

The purpose of this policy is to address the risk of fraud and to lay out the actions that Te Aka Ora will take when any suspected fraud is reported or discovered.

Definition

Definition for purposes of this policy unless otherwise stated, the following definitions shall apply:

Fraud is defined as any dishonest act or omission that causes loss to Te Aka Ora or result in an unauthorized benefit or advantage, whether to the person acting or omitting or to a third person; and is deliberate or reckless in relation to harm caused or the benefir or advantage obtained.

Fraud includes but is not limited to:

a) Forgery or alteration of documents
b) Misappropriation of Te Aka Ora property
c) Deliberately altering or reporting incorrect financial or personal information;
d) Seeking or accepting gifts from vendors, consultants or contractors doing business with Te Aka Ora for personal gain;
e) Unauthorized use of Te Aka Ora Property, equipment, materials or records for personal advantage or gain;
f) Authorising or receiving payment for goods or services not received or performed;
g) Authorising or receiving payment for the time not worked;
h) Any claim for reimbursement of epenses that are not incurred for the benefit of Te Aka Ora;
i) Fabrication or falsification of data;
j) Bribery; and
k) Identity theft.

Procedure

Te Aka Ora values reflect the honesty and righteousness of one another, which Te Aka Ora rely on kaimahi to act on at all times in an ethical and honest manner. There is Zero tolerance for fraud and anyone that helps to conceal or collude in fraudulent behavior amongst the kaimahi. If there is any fraudulent behavior must be reported immediately.

Duty to report:

- Any person/kaimahi who is aware of or suspects fraudulent activity must promptly report such activity to the Executive Assistant or Financial Controller who are responsible for managing the disclosure process.
- Any person/kaimahi who reports a suspicion of fraud regarding another person/kaimahi or the organization in

good faith will in no circumstance be threatened, intimidated or dismissed because they acted in accordance with this policy.

- The Executive Assistant or Financial Controller will notify the Chief Executive as appropriate or the suspected fraud who will in consultation with the Board, if an investigation is warranted.

Investigations:

- The Investigation will collect all relevant information;
- The investigation may engage assistance from technical experts
- If there is sufficient evidence to support the allegation of fraud, the complainant and individual suspected of fraud will be reported to confidentiality – every effort will be made by the relevant management team to ensure that there are no negative impacts on the individual;, the complainant and their colleagues.
- If the investifation concludes that there is sufficient evidence to support the allegations, this will be reported confidentially in writing to the Chief Executive along with a recommended course of action and recommendation on any improvement to internal control.

Disciplinary Process

Te Aka Ora will follow the steps contained in the Policies and Procedures under serious misconduct and disciplinary policies.

Action to take after fraud has been proved:

Where there is confirmation that Fraud has been committed, Te Aka Ora will:

- Meet with the Management team of the site/department where the fraud has taken place to put controld into place to mitigate further loses and prevent futher occurrence of a similar event;
- Review the reasons for the incident and the measures taken to prevent a recurrence.
- Advice Te Aka Ora insurers as appropriate;
- Keep all relevant Personnel suitably informed about the incident;
- Follow the serious misconduct process and Policy, which may result in dismissal for serious conduct;
- In all cases report the fraud to the Police, any exceptions will be approved by the Chief Executive
- Involving the board will only be involved if there is direction or recommendation from the Chief Executive.

Recovery of Loss

Te Aka Ora is a Not for Profit charitable trust and the recovery of any losses is a major objective following any fraud investigation. The amount of loss will be quantified and repayment and repatriation sought, if it is equipment that was taken this must be returned with the allocated time discussed from the results of the serios misconduct.

Communications

Any person contacted by the media with respect to any fraud investigation must not make any comment and advise to make contact the appropriate authority which would be a person from the Management Team

Te Aka Ora Charitable Trust

Administration & Operations

Vehicle Use

Policy Ref
PN0152

Policy
Vehicle Use

Description
Te Aka Ora has guidelines for the maintenance and allocation of Trust vehicles.

Purpose
To explain the general procedures relating to the use of a Trust vehicle and associated costs.

Scope
The following guidelines are to be adhered to on an organisation wide level.

Procedure
The following services shall be allocated a Trust vehicle:

- Chief Executive
- Social Services
- Early Childhood Education
- Trust vehicles are allocated to deliver services to the community not for the private or personal use unless specified;
- The model and size of the vehicle allocated shall be determined solely by Te Aka Ora, which will take into consideration the business conditions at the time;
- Te Aka Ora reserves the right to change or replace the allocated vehicle at any point in time without prior consent of the employee;
- When the registration of the vehicle expires, Te Aka Ora reserves the right either to extend the registration of the existing vehicle or to purchase a new vehicle;
- The employee shall have permitted access to an organisation fuel card, and must return fuel cards system, and receipts with mileage details;
- All fuel charges related to the operations of Te Aka Ora shall be borne by Te Aka Ora;
- Te Aka Ora Charitable Trust shall bear all regular maintenance charges incurred;
- All employees are fully responsible for the timely maintenance and repair of the vehicle in order to keep the vehicle in its best condition possible at all times;
- The employee shall also be fully responsible for the cleanliness, both interior and exterior of the vehicle at all times;
- The employee is not allowed to paste up any permanent stickers or any materials that would cause permanent marks on the vehicle;
- The employee is not allowed to change any fixtures of the vehicle, whether for decorative purposes or personal preferences;
- The employee is not allowed to change any fixtures of the vehicle for enhancing performance without the prior consent of the Chief Executive;
- Parking charges incurred in the course of business trips shall be fully reimbursed by Te Aka Ora;
- Te Aka Ora employees will adhere to all road user rules. Te Aka Ora shall not be responsible for any traffic fines incurred by the employee, these will be passed directly to the employee.
- In the event where an employee had a road accident while driving a Te Aka Ora vehicle, Te Aka

Ora shall not be liable for any more compensation to the employee other than those specified in the insurance policy of Te Aka Ora;

- The employee shall bear all compensation costs to the injured parties or damaged properties or vehicles, either as an out-of-court settlement or court award, if any.
- In regards to any damage to a Te Aka Ora vehicle, Te Aka Ora may, at its discretion, decide if the employee is required to pay for the repair of the damages caused by the accident;
- The vehicle is meant for the usage of the employee, it is allocated to for the efficient conduct of Te Aka Ora business. The employee must refrain from allowing any persons other than themselves, especially non-employees of Te Aka Ora, to drive the vehicle;
- In the event where the employee resigns, or his/her service is terminated, the Te Aka Ora vehicle must be duly returned on the last day of service with the trust documents such as insurance policy, mileage record book and fuel card;
- In the event where the employee's driving licence has been revoked by the authorities for whatever reasons, the employee must report it immediately to the Chief Executive. The vehicle shall be returned to Te Aka Ora and the employee not entitled to use it. No compensation of any form will be considered by management;
- In the event where the employee's driving licence has been temporarily suspended, the vehicle must be duly returned to Te Aka Ora premises during the time of suspension. No compensation of any form will be considered by the management;
- Te Aka Ora reserves the right to consider past driving records of the employee in consideration for the allocation of Te Aka Ora vehicle. If the management concludes that the employee does not possess a safe driving record, Te Aka Ora reserves the right to revoke the entitlement of the use of Te Aka Ora vehicle at any time, even if the employee's driving licence has not been revoked or suspended by the traffic authorities. In this case, Te Aka Ora will not consider any form of compensation to the employee;
- Te Aka Ora may also revoke the entitlement from the employee without compensation, either temporarily or permanently as a form of disciplinary action, if any of the conditions in this policy have been violated by the employee;
- The employee should be the only driver to Te Aka Ora Charitable Trust vehicle and will not lend, rent or give the car to any other person (s) without prior consent in writing from the Chief Executive.

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Dress code

Policy Ref
PN0153

Policy
Dress code

Description
Te Aka Ora has guidelines for all employees regarding the standard of dress required in the workplace.

Purpose
To explain the general procedures relating to dress code.

Scope
The following guidelines apply to all staff.

Procedure
While we do not wish to limit individuality, we ask that employees be aware that what we wear to work is a reflection of our own professionalism, and that of Te Aka Ora.
Certain requirements must be observed within the office environment:

- Clothing should not be provocative (e.g., low-cut, revealing, or extremely tight-fitting).
- Your clothing should not be hazardous to your own safety (e.g., open-toed shoes or loose hanging clothes if you are working around machinery).
- Clothing should be clean and professional at all times
- Clothing when working on holiday programmes or working in non-office situations should be clean and casual.

If “casual days” are occasionally designated by management, appropriate guidelines will be explained to you. A professional appearance is especially important for staff who (at any time come) into contact with clients and/or potential customers. Please use good judgment and good taste, remembering that you are representing Te Aka Ora and this may in part be based on appearance.

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Emergency Instructions Fire

Policy Ref

PN0154

Policy

Emergency instructions fire

Description

Te Aka Ora Charitable Trust has guidelines for staff in the case of a fire emergency.

Purpose

To explain the emergency procedures relating to fire.

Scope

The following guidelines apply to all employees.

Procedure

Staff are to familiarise themselves with the Fire Action Plan located in each service area being Te Aka Ora, Te Whare Whai Hua, and the Teen Parent House.

Te Aka Ora requires the following action in the event of a fire:

- Remain calm and avoid shouting “Fire!”
- Pull the nearest fire alarm, and notify those in immediate danger.
- If possible and safe, attempt to extinguish the fire with a fire extinguisher or by cutting off oxygen to the fire.
- If it is not possible or safe to extinguish the fire, call 111 from the nearest safe phone and give the operator the location of the fire.
- Do not prop any doors open.
- Evacuate as instructed at each site, following site plans.

Te Aka Ora requires the following steps to be followed in the event that the fire alarm sounds:

- Stop what you are doing immediately.
- Remain calm and follow instructions.
- Do not look for other people or attempt to take along belongings.
- Do not prop any doors open.
- Following the Te Aka Ora Evacuation Procedure leave the building quickly and calmly. Do not use the elevators.
- Proceed to safe ground away from building.
- Do not obstruct fire hydrants or any fire and rescue workers.
- Do not re-enter the building until fire officials or your supervisor informs you that you may.

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Equal Employment Opportunity

Policy Ref
PN0156

Policy
Equal employment opportunity

Description
Te Aka Ora has guidelines regarding equal employment opportunities.

Purpose
To explain the general procedures relating to equal employment opportunity.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
In accordance with Employment laws, Te Aka Ora provides an equal employment opportunity policy towards all employees without discrimination against race, gender, religion, colour, sexual orientation or any disability and impairment.

This policy extends to all applicants for employment and all current employees in every location and Te Aka Ora facility, regardless of offices or representation.

This policy works in compliance with all Employment Laws. This equal employment opportunity includes hiring, promotion, transfer, compensation and training, also including leaves of absence and termination.

Te Aka Ora will employ capable people to manage and operate our working environment in a safe and profitable manner. This allows all people employed within Te Aka Ora Charitable Trust to utilise their skills to their fullest potential, with the pathway to achieving the highest position possible. Staff will be continually rewarded for their efforts and skill both in wages, and protection against discrimination in all forms.

Any breach of this Equal Employment policy will be considered a serious offence and immediate action will be taken.

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Hiring of Relatives

Policy Ref

PN0157

Policy

Hiring of relatives

Description

Te Aka Ora has guidelines regarding to the hiring of relatives.

Purpose

To explain the general procedures relating to hiring relatives.

Scope

The following guidelines are to be adhered to on a Trust wide level.

Procedure

The Te Aka Ora recruitment and selection process aim to ensure, that the best candidate is fairly appointed on the basis of merit. This does not preclude the employment of relatives of existing staff members provided that the individual selected is demonstrably the best candidate. If a relative of a staff member is being considered, that staff member will not justify the need for the appointment; be involved in selecting the appointee; or directly supervise the appointee.

Where a relative of a staff member has applied for a Te Aka Ora appointment that is in the same ddepartment (or equivalent), and where there is potential for a reporting relationship or close association, the staff member will notify the Chief Executive at the earliest opportunity. Alternative selection and/or reporting processes will be put in place in consultation with the General Manager. Similar alternative arrangements should apply to processes such as confirmation, advancement, or review.

This policy applies to all Te Aka Ora appointments including casual staff.
If in doubt over whether a conflict of interest exists, a staff member should seek further guidance from the Chief Executive. It is well accepted that employment of relatives in the same area of an organisation can cause serious conflicts and problems with favouritism and employee morale. In these circumstances all parties leave themselves open to charges of inequitable consideration in decisions concerning work assignments, time off privileges, performance evaluations, disciplinary actions and discharge. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships. It is Te Aka Ora policy that relatives of persons currently employed by Te Aka Ora may be hired for regular full-time or regular part-time positions only if they will not be working directly for or supervising a relative. For the purposes of this policy, a relative is defined as a person who is legally or blood related to you. Such people include (but are not exclusive too) spouses, parents, children, sons and daughters-in-law, brothers, sisters, brothers and sisters-in-law, fathers and mothers in law, stepparents, stepbrothers, stepsisters and stepchildren.

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Internal Job Vacancies

Policy Ref
PN0158

Policy
Internal job vacancies

Description
Te Aka Ora has guidelines regarding any internal vacant positions.

Purpose
To explain the general procedures relating to internal positions.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
All positions within Te Aka Ora will be open to the internal network before any external recruitment efforts. These positions will be made available through staff email as well as in hard copy, in common staff areas and posted on notice boards. The job posting policy has been designed to encourage the personal growth of every employee by promoting from within Te Aka Ora whenever possible.

Job vacancies for non-management positions will be posted on Te Aka Ora bulletin boards. Te Aka Ora reserves the right to advertise job vacancies publicly or to invite an application from any employee who has not applied to a position on their own.

Job postings will include the exact requirements and remuneration of the position clearly informing all potential candidates. It is recommended that you discuss your intentions with the Chief Executive, to establish and confirm the level of performance so far, and the level of performance expected in any new position. Any employee, who has recently been hired, transferred, promoted, or put on probation must wait a period of 6 months before submitting an application to a job vacancy.

All applicants who applied to a position through the proper internal applications procedure will be considered. Staff will be considered for positions based on the length of time spent as an employee, previous performance reviews and any other relevant factors, such as written warnings or commendations. Any position will be publicised for a reasonable period before external advertising begins. It is in the interests of the organisation to promote from within, allowing staff to reach their utmost potential while employed. Should a suitable candidate not be found among current employees, Te Aka Ora will then begin the process to hire an external candidate.

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Environment Impact Policy

Policy Ref

PN0253

Policy

Environment Impact Policy

Description

Te Aka Ora is committed to minimizing our impact on the environment. Te Aka Ora strives to ensure that any environmental impact is considered within all aspects of business operations and will work toward reducing any adverse effects we may have on the current Global Climate Change Crisis.

Purpose

This policy applies to all employees, contractors (together "Workers") and Board members of the organisation.
To provide a safe and healthy work and community environment;
To outline the areas in which Te Aka Ora will implement within the daily operation to minimize the risk to the environment.
The policy also provides a guideline to reducing the Te Aka Ora carbon footprint within the local and national environment.

Scope

The following guidelines aligns to organisational values and the following Environment related Acts:
Environmental Reporting Act 2015
Resource Management Amendment Act 2020
Waste Minimisation Act 2008
Climate Change Response (Zero Carbon) Amendment Act 2019.
The following guidelines are to work in conjunction with the National climate emergency response to reduce emissions.

Procedure

To achieve the purpose the Trust will:

- Promote safe behaviours and integrate work practices into business operations which reflect reductions in carbon emissions.
- Implement strategies and practices to reduce waste management by increasing recycling and reducing paper and plastic waste;
- Te Aka Ora will consider the impact on the environment when purchasing new resources. Consideration will be towards the effectiveness of operations and disregarding of resources when no longer deemed necessary.
- Where possible, selecting environmentally responsible suppliers, contractors & supplies e.g. buying local, purchasing second hand
- Te Aka Ora will ensure that operational decisions are made with consideration to the Taiao as we understand the role of Kaitiaki which people have towards the Taiao. Te Aka Ora understands that we are role models for our future generations.

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Pest control

Policy Ref
PN0159
Policy
Pest control

Description
Te Aka Ora has guidelines regarding pest control and pest management.

Purpose
To explain the general procedures relating to pest control and management.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
The use of pesticides will be based on a review and evaluation of all available options. Te Aka Ora will choose a pesticide or method of eradication that best meets pest management goals, using the least hazardous material possible.

All employees are requested to notify administration when pest control procedures are needed.
Pest treatment will be scheduled at 3 month intervals. Staff will be forewarned before any work commences.

Records of pesticide use shall be maintained on site in Te Aka Ora Services Building.

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Procurement of goods and services

Policy Ref
PN0160

Policy
Procurement of goods and services

Description
Te Aka Ora has guidelines for all managers regarding the procurement of goods and services.

Purpose
To explain the general procedures for the procurement of goods and services.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
Trust purchases of goods and services must meet program guidelines and be within the program budget.
Any and all purchases over five hundred dollars must be approved by a Chief Executive.
Violation of this policy may result in disciplinary action.

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Prohibition of Weapons

Policy Ref
PN0161

Policy
Prohibition of weapons

Description
Te Aka Ora has strict guidelines for all staff regarding weapons and dangerous objects or goods.

Purpose
To explain the general procedures relating to the prohibition of dangerous goods.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
No person shall carry or store a weapon, concealed or otherwise, on any property owned, leased or controlled by Te Aka Ora.

This policy applies to weapons carried about the person in any designated Trust facility or within any parked vehicle on Te Aka Ora premises.

Weapons discovered on the premises in violation of this policy will be seized by the police and ownership will be forfeited. Items that are used as weapons on property owned or operated by Te Aka Ora, whether or not they fit the definition above, will also be subject to seizure.

All employees will report violations of this policy to management if they become aware of violations.

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Recycling of Paper Goods

Policy Ref
PN0162

Policy
Recycling of paper goods

Description
Te Aka Ora has guidelines for recycling of all paper goods.

Purpose
To explain the general procedures relating to recyclable materials.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
- Designated recycling collection points are located on each Te Aka Ora site. Individual staff members are responsible for separating and transporting any paper recyclables to these locations.
- Any paper material from all service locations that contains personal or financial information from clients MUST be place in the recall bin located in the administration area of Te Aka Ora office in Lowe Street for secure disposal.
- Recyclable materials will be place in the recycling bins located in each Te Aka Ora site.
- ONLY clean paper can be recycled. Paper items that have been used for food substances cannot be recycled.
- ONLY paper free from tape, staples or pins can be recycled. Please see that these are removed before materials are placed in the recycling bins.
- Each site is responsible for the disposal of recycled paper waste.

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Computer and Information Resources

Policy Ref
PN0163

Policy
Computer and information resources

Description
Te Aka Ora has guidelines for all staff regarding responsible behaviour of information resources.

Purpose
To explain the general procedures relating to information resources.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
We promote the open exchange of ideas; however, an open, cooperative computing network can be vulnerable to abuse or misuse. It is important that staff engage in proper ethical behaviour, and act within the guidelines of acceptable computing practices and copyright and licensing issues.

- All employees who use Te Aka Ora computing and information resources must act responsibly and every user is responsible for the integrity of these resources.
- Te Aka Ora reserves the right to limit, restrict or extend computing privileges and access to its information resources.
- Trust computing resources are to be used only for Trust related purposes and are not to be used for commercial or non-Trust related activities. This policy applies equally to all Trust owned or leased computing resources.
- All employees must take reasonable and appropriate steps to see that all hardware and software license agreements are faithfully executed on any system, network or server that you operate.

  Misuse of computing and information resources and privileges includes, but is not restricted to, the following:
- Attempting to modify or remove computer equipment, software, or peripherals without proper authorisation
- Accessing computers, computer software, computer data or information, or networks without proper authorisation.
- Circumventing or attempting to circumvent normal resource limits, logon procedures and security regulations.
- Using computing resources for purposes other than those for which they were intended or authorised.
- Sending fraudulent computer mail, breaking into another user's electronic mailbox, or reading someone else's electronic mail without his or her permission.
- Sending fraudulent electronic transmission, including but not limited to fraudulent requests for confidential information, fraudulent submission of electronic purchase requisitions or journal vouchers and fraudulent electronic authorisation of purchase requisitions or journal vouchers.
- Violating any software license agreement or copyright, including copying or redistributing copyrighted computer software, data, or reports without proper, recorded authorisation.
- Violating the property rights of copyright holders who are in possession of computer-generated data, reports, or software.

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Te Aka Ora Charitable Trust

Quality Assurance

Security of Information

Policy Ref

PN0164

Policy

Security of Information

Procedure

Rationale

To maintain security over all confidential information held and received by Te Aka Ora it is necessary to have systems and procedures which ensure staff are aware and able to safeguard confidential material.

Guidelines

- All staff will be well informed how to maintain confidential information and will only disclose information to those who have legitimate and legal cause to have access to it.
- All staff will be aware and well informed on procedures and systems of recording, storing and distributing confidential information.
- All computer systems storing confidential information shall have security systems to prevent free access.
- All computer data will be regularly updated and stored on disks or tapes, and securely stored off site.
- All appropriate records and information will be securely stored and where appropriate duplicates will be made and stored off site.
- All information used to inform or express opinions on behalf of Te Aka Ora will be consistent with the policies and practices of Te Aka Ora and its constitution. The Chief Executive must approve any such disclosure.
- The Chief Executive will ensure all staff are well informed about the requirements for handling confidential information.
- The Chief Executive will ensure all necessary procedures and systems are in place to maintain security, safety and confidentiality of all records and information received and held by Te Aka Ora Charitable Trust.
- The Chief Executive will conduct a review of security and storage of information from time to time to ensure procedures and systems meet the ongoing needs of Te Aka Ora.

Conclusion

To safeguard the interests of the staff, service users, whanau and the activities of Te Aka Ora, it is important that security of all confidential information is maintained and stored appropriately. The procedures for using and storing confidential information are reflected in the effectiveness of Te Aka Ora operations and this will be considered when disclosing any information to outside sources.

This document is controlled

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Privacy Policy

Policy Ref

PN0230

Policy

Privacy Policy

Procedure

Rationale

The Te Aka Ora Charitable Trust Board is committed to protecting the privacy of personal information which the organisation collects, holds and administers. Personal information is information which directly or indirectly identifies a person.

The purpose of this document is to provide a framework for Te Aka Ora Chartiable Trust in dealing with privacy considerations.

Policy

Te Aka Ora Charitable Trust collects and administers a range of personal information for the purposes of Professional Development, Policing and other information relating to that staff member, and/or clients of staff. The organisation is committed to protecting the privacy of personal information it collects, holds and administers.

Te Aka Ora Charitable Trust recognises the essential right of individuals to have their information administered in ways which they would reasonably expect – protected on one hand, and made accessible to them on the other. These privacy values are reflected in and supported by our core values and philosophies.

Te Aka Ora Charitable Trust is bound by laws which impose specific obligations when it comes to handling information. The organisation has adopted the following principles contained as minimum standards in relation to handling personal information.

Te Aka Ora Charitable Trust will

- Collect only information which the organisation requires for its primary function;
- Ensure that stakeholders are informed as to why we collect the information and how we administer the information gathered;
- Use and disclose personal information only for our primary functions or a directly related purpose, or for another purpose with the person's consent;
- Store personal information securely, protecting it from unauthorised access; and
- Provide stakeholders with access to their own information, and the right to seek its correction.

Responsibilities

Te Aka Ora Charitable Trust's Board is responsible for developing, adopting and reviewing its policies.

Te Aka Ora Charitable Trust's CEO is responsible for the implementation of this policy, for monitoring changes in Privacy legislation, and for advising on the need to review or revise this policy as and when the need arises.

All client files remain the property of Te Aka Ora Charitable Trust

Process

Collection

Te Aka Ora Charitable Trust will:

- Only collect information that is necessary for the performance and primary function of and remain the property of Te Aka Ora Charitable Trust
- Notify stakeholders about why we collect the information and how it is administered.
- Notify stakeholders that this information is accessible to them.
- Such collection of information is confidential to the Organisation (Te Aka Ora Charitable Trust). No staff should contact clients unless it is within business hours for follow ups, and wherever practicable, should be gender based.

Use and Disclosure

Te Aka Ora Charitable Trust will:

- Only use or disclose information for the primary purpose for which it was collected or a directly related secondary purpose.
- For other uses, Te Aka Ora Charitable Trust will obtain consent from the affected person.

Data Quality

Te Aka Ora Charitable Trust will:

- Take reasonable steps to ensure the information the organisation collects is accurate, complete, up to date, and relevant to the functions we perform.

Data Security and Retention

Te Aka Ora Charitable Trust will:

- Safeguard the information we collect and store against misuse, loss, unauthorised access and modification.
- Only destroy records in accordance with the organisation's Records Management Standard.
- Records will be held in archives for a Minimum of 7 years and a maximum of 10 years.

Openness

Te Aka Ora Charitable Trust will:

- Ensure stakeholders are aware of Te Aka Ora Charitable Trust's Privacy Policy and its purposes.
- Make this information freely available in relevant publications and on the organisation's website.

Access and Correction

Te Aka Ora Charitable Trust will:

- Ensure individuals have a right to seek access to information held about them and to correct it if it is inaccurate, incomplete, misleading or not up to date.

Anonymity

Te Aka Ora Charitable Trust will:

- Give stakeholders the option of not identifying themselves when completing evaluation forms or opinion surveys.

Making information available to other Organisations

Te Aka Ora Charitable Trust can:

- Only release personal information about a person with that person's express permission. For personal information to be released, the person concerned must sign a release form.
- Can release information to third parties where it is requested by the person concerned.

Client Confidentiality

Te Aka Ora Charitable Trust will:

- Ensure all client information remains confidential
- Gain client written consent to exchange information with other services
- At the initial meeting with a client – advise the client that their information is often exchanged between Te Aka Ora service staff members in order to streamline the support offered.
- Explain to the client that we will always give them prior notification of whom we intend to discuss their information and for what purpose.
- When required only email client information to those who need to know, otherwise wait until the weekly case review meeting.
- When writing emails: We will write confidential client info in the **subject line** and where possible we use client initials only.
- Cease from using email treads when messaging client information.
- When client information is of a particularly sensitive nature, we will only email the staff/person who needs to know at the time or; edit the information for particular needs if staff must email to multiple people.
- The same process is required when discussing client information with external organisations.
- Do not take client personal information home or leave in a car.
- Password cell phones and portable devices/tablet.
- Always file in locked cabinets provided.

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Delegation Policy

Policy Ref
PN0165
Policy
Delegation Policy

Procedure

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2. Delegation Authority Framework
3. Delegated Authorities
4. Delegations Schedule:
5. Financial delegations
6. Other delegations
7. Delegated Financial Authority Template

1.0 Scope

The Board is the overall and final body responsible for all decision making.
In order to operate efficiently and effectively, Te Aka Ora empowers the Chief Executive of the organisation with appropriate delegations to discharge their responsibilities.
This policy details the delegation framework and authorities.

1.2 Compliance

It is each employee's responsibilities to familiarise themselves with this policy and ensure their own compliance. Adherence to the policy is compulsory and non-compliance should be immediately reported to the Chief Executive who is expected to inform the Board. Non-compliance may result in disciplinary action being taken against those employees involved.

1.3 Management

The Te Aka Ora Chief Executive or equivalent position shall manage the delegations framework and report to the Te Aka Ora Charitable Trust Board of Trustees for that purpose.

1.4 Role and Alignment

Delegation occurs through a cascading mechanism. The Te Aka Ora Charitable Trust Board of Trustees delegates certain authorities to the Manager who, in turn, delegates authorities to sub-delegates where appropriate. Delegations are attached to positions. Any manager appointed to, or "acting" in, a position, is entitled to be granted the delegations of that position.

2.0 Delegation Authority Framework

2.1 Authorisation

The Delegations Policy applies to all staff and contractors of the Organisation engaged in Organisation business and budgets. Only employees may have delegated authorities in reflection of the Delegated Authorities Matrix.

The Delegated Authorities Matrix is set out in Appendix 1 which includes the maximum amounts management are entitled to spend and/or commit to spend. The Matrix is reviewed Annually and approved by the Te Aka Ora Board

2.2 Principles

In applying this delegation framework, consideration is to be given to the following principles:

Accountability

When an employee makes a decision under a delegated authority, the employee must do so first with regard to the responsibilities and values of Te Aka Ora, and secondly striving for excellence and operating with integrity. It is stressed that with the delegation authority there is a delegation of responsibility and accountability.

Transparency

Delegations will be managed and applied with consideration to transparency and a policy of no surprises.

Tax Status

All activities and expenditure are expected to be in accordance with the Te Aka Ora tax status, policies and practices.

Personal Benefit

No person may use their delegated authorities to approve a payment or activity for which they, or a closely related party, will personally benefit.

Related Transactions

Delegations relate to the maximum amount which can be authorised for each unrelated transaction. The total amount of related transactions are to be aggregated for the purpose of this framework.

Capacity and Legitimacy

All delegations will only be actioned where there is capacity for Te Aka Ora to meet the expenditure or demands, it is planned and budgeted (unless otherwise noted in this manual) and it is a legitimate expense or activity. Approvals must be at a point of commitment and not in retrospect.

3.0 Delegated Authorities

3.1 Strategic Plan, Business Plan and the Forecasted Annual Budget

The Strategic Plan, Business Plan and the Forecasted Annual Budget and Financial Policies and Systems are the key mechanisms for delegating authority to the Manager.
The Manager is empowered to implement the budget in line with this Delegations Policy.

3.2 Financial Delegations

Operating Expenditure

The most common delegated financial authority applies to all operating expenditure, which is expenditure that is shown on the Te Aka Ora income statement and, in general, represents items with a consumption period of less than a year. This includes personnel related costs.

Capital Expenditure

Capital expenditure includes expenditures, which are shown on the Te Aka Ora balance sheet and which, in general, represents items with an economic life in excess of one year.

Leases
For the purpose of delegated financial authority framework, all lease commitments (both operations leases and specified leases) are deemed to be capital expenditure. The total lease commitment should be considered rather than the annual expenditure.

Treasury
Treasury includes cheque signatories, Electronic Fund Transfer (EFT), Internal Transfer and Trust Credit Card where a minimum of two signatories operate each function.

3.3 Relationships and Partnerships Delegations

Government and government agency relationships and agreements
Any policy matters are for the Te Aka Ora Charitable Trust Board of Trustees to consider and approve.
Ministerial contact should be through the Te Aka Ora Charitable Trust Board of Trustees in general, and in particular, the Chairperson or person with delegated authority for this task.
The Chief Executive is authorised to engage with Government departments and agencies in order to process the forecasted budget.
The Chief Executive is authorised to engage in order to discuss, consider and potentially begin to develop strategies, strategic relationships, funding opportunities and so forth that may ultimately require Te Aka Ora Charitable Trust Board of Trustees consideration.

Iwi Relationships and Agreements
Any policy matters are for the Board of Te Aka Ora to consider and approve. Representative contact should be through the Te Aka Ora Charitable Trust Board of Trustees in general and, in particular, the Chair or Chief Executive.
The Chief Executive is authorised to enter such agreements for the ordinary course of business in order to implement and effectively process initiatives and projects in the Strategic Plan, Business Plan and Annual Plan. These agreements must be within approved budgetary constraints of the office and operate in accordance with this policy.

MOUs, Partnering Agreements and other such Ccontracts and Agreements
The Chief Executive is authorised to enter such agreements for ordinary course of business in order to implement and effectively progress initiatives and projects in the Strategic Plan, Business Plan and Annual Plan. These agreements must be within approved budgetary constraints of the office and operate in accordance with this policy.

Supplier Agreements
The Chief Executive is authorised to enter supplier agreements for the ordinary course of business in order to improve effectiveness and efficiency. These agreements must be within approved budgetary constraints of the office and operate in accordance with this policy.

3.4 Other Delegations

Reputational Matters
This applies to matters that have significant importance for non-financial matters and may or may not involve significant expenditure. A colloquial phrase is that it deals with a "blush test" or "front page of the newspaper test".
The Chief Executive shall consult with the Board on all matters within their authority that have a significant impact on the reputation of Te Aka Ora. Examples may include (but are not limited to):

- Negative impact upon the mana, goodwill and reputation of the Organisation.
- Not be in accordance with Te Aka Ora values;
- Impinge on a cultural; and/or
- Not align with the long term vision of Te Aka Ora.

Related Party Matters
By virtue of its nature, staff of the office are exposed to a variety of related party matters which are best managed through full transparency.
The Chief Executive is authorised to enter such relationships in the normal course of business, on terms and conditions that are fair and reasonable and in accordance with these delegated authorities.
The Chief Executive is expected to report any significant related party matters to the Te Aka Ora Charitable Trust Board of Trustees in its quarterly report.

Accounting Policies and Auditors
All financial reporting by the office is expected to comply with New Zealand Generally Accepted Accounting Policies (GAAP). Financial policieswill be consistent with this.
The Te Aka Ora Charitable Trust Board of Trustees shall be audited by the same Auditor. The Auditor shall be selected by the Te Aka Ora Charitable Trust Board of Trustees in accordance with their terms of reference.

Insurance
The Chief Executive is authorised to organise and confirm all insurance matters. These are reported to the Te Aka Ora Charitable Trust Board of Trustees in its quarterly report.

Legal, Litigation, Compliance and Regulatory Matters
All litigation, compliance, regulatory or similar investigations or claims received or made (threatening and actual) must be notified to the Te Aka Ora Charitable Trust Board of Trustees.

3.5 Control Mechanisms

Quarterly Forecasts
Management will complete financial reforecasts after the December and March quarters to highlight any areas of potential variation against budget before they occur. These will be tabled and approved by the Te Aka Ora Charitable Trust Board of Trustees.

Te Aka Ora Delegation Authority Process
The Board Chair and Deputy Chair have the overall financial responsibility and authority for Te Aka Ora finances. The Board Chair and Deputy Chair have the authority to delegate to another Board member this authority. This delegation must be passed as a motion and minuted at a board meeting.

The Te Aka Ora Delegation matrix delegates the levels and amounts of authority for the Chief Executive and management team, the delegations matrix is reviewed and updated annually, with approvvals for any alterations to be passed in a Board meeting. Any requests which exceed these delegations must be approved by the Board Chair then written permission from the Board is required
The Te Aka Ora Chief Executive also has the authority and responsibility to make all bank transactions and pay all IRD invoices within the limit of banked funds at the time of such payments and transfers.

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Te Aka Ora Delegations Table

Position	Financial Delegations	Human Resource Delegation
Board of Trustees	All Capital Purchases	Appoints Chief Executive
	All Leases and Agreements	
Level 1	All Investment Decisions	Dismisses Chief Executive
	All Budgets and Plans	All activities associated with Employment Relationship problems
	All Strategic Investments Policies	Performance Reviews and disciplinary matters associated with Chief Executive
	Board as PCBU (person Conducting the Business or Undertaking	Ensures the health and Safety at the work place complies with Health and Safety at Work 2015 and Employment Policies and Procedures
Level 2		
Chief Executive	Only approves budgeted expenditure	Employs staff following recruitment policies and procedures
	Only approves capital expenditure under $20,000	Applies the disciplinary process alignment with Employment relations Act
	Only approves cash expenditure approved in the financial year budget	Applies the Health and Safety At Work 2015, as an officer to take all reasonable steps to keep staff and clients safe.
Level 3		
Staff	No financial authorities	Take all reasonable care for their own safety and adhere to policies and procedures set out in the organisational policies.

Te Aka Ora Charitable Trust

Information Computer Technology (ICT)

Checklist for video display units

Policy Ref
PN0166

Policy
Checklist for video display units

Description
Te Aka Ora Charitable Trust has guidelines for all managers regarding staff use of visual display units.

Purpose
To explain the general checklist that will ensure the correct use of video display units.

Scope
The following checklist applies to all staff requiring the use of audio visual equipment.

Procedure

- Employers must assess and evaluate health and safety risks associated with work on VDUs and seek to minimise those risks.
- Workers have the right to information and training on health and safety matters relating to their workstations, to regular rest breaks and are entitled to free eyesight tests if they request them.
- Employers are liable for the cost of basic glasses to correct vision defects connected with display screen work.
- Employees covered are those who use display screens as a significant part of their normal work.
- Many of the health problems associated with using display screens are attributable to poor workstation design, and inappropriate lighting.
- Scientific research has concluded that there is no risk from radiation emitted by display screen equipment.

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Trust internet and electronic mail

Policy Ref
PN0167

Policy
Trust internet and electronic mail
Description
Te Aka Ora Charitable Trust has guidelines for all managers regarding the use of internet and electronic mail.
Purpose
To explain the general procedures relating to internet and email.
Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
Te Aka Ora Charitable Trust computers, electronic mail systems and internet services shall be used only for the purpose of providing the exchange of information that supports the objectives and mission of Te Aka Ora Charitable Trust.
Users shall promote efficient use of these systems and avoid creating data congestion that could interfere with the work of others.

Users shall respect the rights and property of all others and shall not improperly access, misappropriate or misuse the information / files of other users.

Te Aka Ora Charitable Trust resources, internet services and electronic mail systems shall not be used to transmit in any form (such as: text, images, sound or any other electronically transmitted material) data or documents where the content and/or meaning of the message or its transmission or distribution would violate any applicable law or regulation.

Te Aka Ora Charitable Trust computers, internet services and electronic mail systems shall not be used to transmit in any form (such as: text, images, sound, or any other electronically transmitted material) data or documents where the content and/or meaning of the message or its transmission or distribution is likely to be deemed obscene, abusive or highly offensive to recipient (s).

Te Aka Ora Charitable Trust computers, internet services, electronic mail systems shall not be used for commercial purposes unrelated to Te Aka Ora Charitable Trust functions.

Violations of this policy could result in the withdrawal of use privileges, discipline and/or termination of employment.

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Information security policy

Policy Ref
PN0168

Policy
Information security policy

Description
Te Aka Ora has guidelines for all staff regarding the security of Trust information.

Purpose
To explain the general procedures relating to information security.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
The purpose of the information security policy is to establish employee responsibility for the security of information.

It is the policy of Te Aka Ora to protect its information assets and allow the use, access and disclosure of such information only in accordance with the best interests of the organisation. All employees providing services or working with Te Aka Ora information are responsible for protecting it from unauthorised access, modification, destruction or disclosure.

Trust information includes all employee record data, all personnel data, all financial data, all departmental administrative data, all client data, and all other data that pertains to, or supports the administration of Te Aka Ora. This may include facts, records, reports, planning assumptions or any information meant only for internal use.

This policy encompasses the safekeeping of information in whatever physical form, such as printed, audio, video and electronic.

Department administrators shall develop and administer information security programs that appropriately classify and protect information under their control. The protection of Te Aka Ora information must be part of the overall business plan.

The Chief Executive is responsible for:

- Establishing access;
- Defining the criteria for archiving the information;
- Developing a workable plan for resuming operations in the event a disaster destroys the information;
- Specifying information control and protection requirements to be adhered to by employees processing and using the information;
- Monitoring compliance and enforcing the policy.

Information security measures must cover the entire flow of information in Te Aka Ora. The implementation of the information security policy must be adhered to by all employees to ensure that they use Te Aka Ora information only as required by the normal functions of their duties, and that they safeguard it properly

according to its sensitivity, proprietary and/or critical nature.

Any employee alleged to violate the policy for responsible computing will be subject to full disciplinary action which may including written or verbal warnings and restricted computer access.

Disciplinary action for the abuse of computer privileges will follow standard discipline procedures.

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Personal email

Policy Ref
PN0169

Policy
Personal email

Description
Te Aka Ora Charitable Trust has guidelines for the use of personal email.

Purpose
To explain the general procedures relating to the use of email for personal reasons.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure

- Use of electronic mail for personal communication is not allowed. That is, personal email must not be done on Te Aka Ora Charitable Trust work time so as to interfere with the work an employee is expected to do and not consume resources that are needed for Te Aka Ora Charitable Trust business.

- Employees ensure that no personal email correspondence or messages and comments posted to newsgroups appear to be an official communication of Te Aka Ora Charitable Trust or disclose Te Aka Ora Charitable Trust of proprietary information.

- All electronic mail, whether for personal purposes or Trust related purposes, is subject to review and monitoring by Te Aka Ora Charitable Trust.

- Employees are expected to be courteous and respectful in their email communications in accordance with established codes of ethics and common sense rules.

- Employees must not send chain letters, pyramid scheme messages or Spam. These are irresponsible waste of computing resources and an inconsiderate nuisance.

- Employees must not send sexually explicit, offensive, demeaning, insulting or intimidating email messages, ethnic or racial slurs or anything that harasses or disparages others. Sending such messages is grounds for disciplinary action, including termination.

- Employees must not violate copyright laws, trademark laws, or other laws in sending email messages, publishing web pages or posting to newsgroups and discussion lists.

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Social Media Policy

Policy Ref

PN0228

Policy

Social Media Policy

Description

Te Aka Or Charitable Trust has guidelines for all members and staff regarding the use of Social Media when representing and working on behalf of Te Aka Ora Charitable Trust.

Introduction

Social media such as Twitter, Facebook, Google+, YouTube and blogging represent a growing form of communication for not-for-profit organisations, allowing them to engage their members and the wider public more easily than ever before.

However, it is also an area in which rules and boundaries are constantly being tested. This policy acts in conjunction with Te Aka Ora Charitable Trust's Media Relations Policy in order to maximise our social media reach while protecting our public reputation.

Purpose

Te Aka Ora Charitable Trust may choose to engage in social media such as:

- Twitter
- Facebook
- SnapChat
- Messenger
- Instagram
- TikTok
- Google+
- WordPress/Blogger
- YouTube/Vimeo
- iTunes/Podcasting

Te Aka Ora Charitable Trust seeks to encourage information and link-sharing amongst its membership, staff and volunteers, and seeks to utilise the expertise of its employees and volunteers in generating appropriate social media content.

At the same time, social media posts should be keeping with the image that Te Aka Ora Charitable Trust wishes to present to the public, and posts made through its social media channels should not damage the organisation's reputation in any way.

Due to the fast-moving nature of social media and the constant development of new social media programs, it is important that this policy and its procedures be reviewed at regular intervals.

Scope

Te Aka Ora Charitable Trust's social media use shall be consistent with the following core values:

- **Integrity**: Te Aka Ora Charitable Trust will not knowingly post incorrect, defamatory or misleading information about its own work, the work of other organisations, or individuals. In addition, it will post in accordance with the organisation's Copyright and Privacy policies.
- **Professionalism**: Te Aka Ora Charitable Trust's social media represents the organisation as a whole and should seek to maintain a professional and uniform tone. Staff and volunteers may, from time to time and as appropriate, post on behalf of Te Aka Ora Charitable Trust using its online profiles, but the impression should remain one of a singular organisation rather than a group of individuals.

- **Information Sharing**: Te Aka Ora Charitable Trust encourages the sharing and reposting of online information that is relevant, appropriate to its aims, and of interest to its members.

Te Aka Ora Charitable Trust should seek to grow its social media base and use this to engage with existing and potential members, donors and stakeholders. At the same time, a professional balance must be struck which avoids placing the organisation's reputation at risk.

Procedure

The Chief Executive shall nominate a Communications Officer to co-ordinate Te Aka Ora Charitable Trust's social media management.

The Communications Officer will oversee expansion of social media and help to develop the Social Media Strategy in line with the organisation's Media Relations Policy.

Staff and volunteers may, from time to time and where appropriate, post on behalf of Te Aka Ora Charitable Trust using the organisation's online social media profiles. This is to be done only with the express knowledge and authorisation of the Communications Officer.

The Communications Officer has ultimate responsibility for:

- Ensuring that all posts are in keeping with Te Aka Ora Charitable Trust's core Social Media Policy.
- Ensuring appropriate and timely action is taken to correct or remove inappropriate posts (including defamatory and/or illegal content) and in minimising the risk of a repeat incident.
- Ensuring that appropriate and timely action is taken in repairing relations with any persons or organisations offended by an inappropriate post.
- Moderating and monitoring public response to social media, such as blog comments and Facebook replies, to ensure that trolling and spamming does not occur, to remove offensive or inappropriate replies, or caution offensive posters, and to reply to any further requests for information generated by the post topic.

It is important to maintain the balance between encouraging discussion and information sharing, and maintaining a professional and appropriate online presence.

Delegation

Social media is often a 24/7 occupation; as such, such responsibilities as outlined above may be delegated by the Communications Officer to another appropriate staff member/volunteer.

Process

Posting to social media

Before social media posts are made, volunteers and staff should ask themselves the following questions:

- Is the information I am posting, or reposting, likely to be of interest to Te Aka Ora Charitable Trust's members and stakeholders?
- Is the information in keeping with the interests of the organisation and its constituted aims?
- Could the post be construed as an attack on another individual, organisation or project?
- Would Te Aka Ora Charitable Trust's donors be happy to read the post?
- If there is a link attached to the post, does the link work, and have I read the information it links to and judged it to be an appropriate source?
- If reposting information, is the original poster an individual or organisation that Te Aka Ora Charitable Trust would be happy to associate itself with?
- Are the tone and the content of the post in keeping with other posts made by Te Aka Ora Charitable

Trust? Does it maintain the organisation's overall tone?

If you are at all uncertain about whether the post is suitable, do not post it until you have discussed it with the Communications Officer or Chief Executive. A few moments spent checking can save the organisation big problems in the future.

Damage limitation

In the event of a damaging or misleading post being made, the Chief Executive and Communications Officer should be notified as soon as possible, and the following actions should occur:

- The offending post should be removed.
- Where necessary an apology should be issued, either publicly or to the individual or organisation involved.
- The origin of the offending post should be explored and steps taken to prevent a similar incident occurring in the future.

If the mistake seems set to grow, or to cause significant damage to the organisation's reputation, revert to the Media Relations Policy and the helpsheet: What to do in a Media Crisis (see appendex)

Moderating social media

The reputation of Te Aka Ora Charitable Trust is first and foremost, and this involves maintaining a safe and friendly environment for its members.

From time to time social media forums may be hijacked by trolls or spammers, or attract people who attack other posters or the organisation aggressively. In order to maintain a pleasant environment for everybody, these posts need to be moderated.

Freedom of speech is to be encouraged, but if posts contain one or more of the following, it is time to act:

- Excessive or inappropriate use of swearing
- Defamatory, slanderous or aggressive attacks on Te Aka Ora Charitable Trust, other individuals, organisations, projects or public figures
- Breach of copyrighted material not within reasonable use, in the public domain, or available under Creative Commons license
- Breach of data protection or privacy laws
- Repetitive advertisements
- Topics which fall outside the realms of interest to members and stakeholders, and which do not appear to be within the context of a legitimate discussion or enquiry.

If a post appears only once:

- Remove the post as soon as possible
- If possible/appropriate, contact the poster privately to explain why you have removed the post and highlighting Te Aka Ora Charitable Trust's posting guidelines.

If a poster continues to post inappropriate content, or if the post can be considered spam:

- Remove the post as soon as possible
- Ban or block the poster to prevent them from posting again.

Banning and blocking should be used as a last resort only, and only when it is clear that the poster intends to continue to contribute inappropriate content. However, if that is the case, action must be taken swiftly to maintain the welfare of other social media users.

The decision to block, ban and remove posts ultimately lies with the Communication Officer, but may, at their

discretion, be delegated to responsible staff and volunteers.

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Te Aka Ora Charitable Trust

Disciplinary Action

Disciplinary action Policy

Policy Ref
PN0171

Policy
Disciplinary action

Description
Te Aka Ora has guidelines for when disciplinary action is required.

Purpose
To explain to managers the general procedures relating to disciplinary action when required.

Scope
The following guidelines are to be adhered to by all staff at a management level.

Procedure
Te Aka Ora expects that all employees will conduct themselves in a manner that is considerate and reasonable at all times. Employees who breech this code of conduct will be subject to disciplinary action.
The following disciplinary actions can and will be taken:

1. Verbal warning;
2. Written warning;
3. Reallocation of duties;
4. Suspension;
5. Termination.

Employees will be given three warnings before more serious disciplinary action is taken.
At each step, the employee will be warned of the consequences should s/he continue or repeat the offence. If no further problems occur, further disciplinary action will be ceased.
Some of the main factors examined when determining appropriate disciplinary action are:

1. Seriousness of offence;
2. Repetition or duration of offence;
3. Prior offences and disciplinary actions;
4. Previous responses to disciplinary actions and any current disciplinary action.

A written record of all disciplinary actions taken will be kept with the Employees Personnel File. These reports remain a part of the employee's record for one year after the offence. Any additional offences will also remain on record for one year from date of offence. If the employee does not commit any other offences during that time, the report will be taken off of the employee's record. The report will, however, still remain a part of the employee's personnel file.

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Managing Unsatisfactory Work Performance

Policy Ref
PN0172

Policy
Managing Unsatisfactory Work Performance

Description
Te Aka Ora has guidelines for all employees regarding Managing Unsatisfactory Work Performance

Purpose
The purpose of this policy is to explain the procedures relating to Managing Unsatisfactory Work Performance

Scope
The following guidelines are to be adhered to by all employees of Te Aka Ora, except volunteers and employees within their probationary period.

Procedure
Where Te Aka Ora identifies unsatisfactory performance, Te Aka Ora will take action to address the performance issues. Where, over time, an employee has failed to achieve the standards set by the organisation, or has acted in a manner which is contrary to the required codes of conduct, they will be advised of the organisation's requirements in these matters.

In order to maximise the potential of employees, it is important to provide feedback on the way they are undertaking their tasks, to coach them to achieve better performance on the job, and to counsel them when problems occur.

Te Aka Ora Management are responsible for ensuring that:

- employees are aware of the performance standards expected of them;
- they discuss performance issues with employees as and when they arise and listen to any mitigating factors presented by the employees.
- all documentation is completed to ensure employees receive their correct entitlements upon termination of their employment.

Te Aka Ora Employees are responsible for ensuring that they:

- discuss performance issues or difficulties with their supervisor and/or Chief Executive as and when they arise;
- seek assistance in the performance of their duties, if necessary; and
- make every effort to improve their work performance where performance issues are raised.

Prior to commencing a formal underperformance process

Prior to commencing any formal unsatisfactory work performance process, the Te Aka Ora Management must attempt to informally discuss the performance issues with the employee.

Te Aka Ora Management must consider organisational or personal factors that play a role in the employee's unsatisfactory work performance and consider alternatives to the unsatisfactory work performance process to address the problem.

Unsatisfactory work performance will be addressed as and when it arises to provide employees with support and assistance to improve their performance at the earliest opportunity. Te Aka Ora Management will not wait until an employee's end of cycle performance review to address issues of unsatisfactory work performance.

Te Aka Ora Management must seek the advice of the Te Aka Ora Board prior to commencing any formal unsatisfactory work performance process.

Formal process

Where Te Aka Ora Management considers that informal attempts to address the employee's unsatisfactory work performance have been unsuccessful, Te Aka Ora Management will proceed to manage the employee's unsatisfactory work performance though a formal process.

Measures which may be used in the formal management of an employee's unsatisfactory work performance include, but are not limited to:

- Increased supervision; changes to the employee's performance plan; mentoring; training and professional development; increased feedback; and coaching.

The formal process for the management of an employee's unsatisfactory work performance is:

- Stage One – formal meeting
- Stage Two – formal written warning
- Stage Three – final written warning

Stage One – Formal Meeting

- The first stage of formal management of unsatisfactory work performance is a formal meeting with the employee.
- The employee will be advised of any consequences of not improving their performance within a reasonable period of time and of engaging in any further unsatisfactory work performance.
- A written record of the formal meeting session will be placed on the employee's personnel file.
- A process will be put in place to have regular meetings with the employee. The employee and Chief Executive will confirm a work plan with measureable and timed outcomes that will become the monitoring system to support the employee to improved performance.

Stage Two – Formal Written Warning

If the employee's work performance has not improved within a reasonable period of time following formal meeting in accordance with Stage One of the process set out in this policy, or if the employee engages in further unsatisfactory work performance, the employee will be given a formal written warning.

The formal written warning must indicate:

- the standard of performance expected of the employee;
- where and how the employee is not meeting this standard;
- the consequences if the employee fails to improve their performance.

The written warning will be placed on the employee's personnel file.

Stage Three – Final Written Warning

If the employee's work performance has not improved within a reasonable period of time following receipt of a formal written warning in accordance with Stage Two of the process set out in this policy, or if the employee engages in further unsatisfactory work performance, the employee will be given a final written warning.

The final written warning must indicate:

- the standard of performance expected of the employee;
- where and how the employee is not meeting this standard;
- the consequences if the employee fails to improve their performance, including that the employee's employment may be terminated by Te Aka Ora Management.

The final warning will be placed on the employee's personnel file.

At each of stages one, two and three of the formal process, Te Aka Ora Management will provide the employee with an opportunity to respond.

Termination of the employee's employment

Te Aka Ora Management may terminate the employee's employment for unsatisfactory work performance if stages one, two and three of the formal process have been followed. Notice of termination will be advised to the employee in writing and a copy of the notice will be placed on the employee's personnel file.

If Te Aka Ora Management considers that termination of employment may be necessary, they must contact the Te Aka Ora Board - via the Chairperson, immediately to discuss their view.

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Te Aka Ora Charitable Trust

Employee Benefits & Leave

Annual leave

Policy Ref
PN0173

Policy
Annual leave

Description
Te Aka Ora has guidelines for the amount of paid annual leave for full time employees.

Purpose
To explain the general guidelines relating to annual leave.

Scope
The following guidelines apply to all full-time employees.

Procedure
Employees who are confirmed shall be eligible to paid annual leave as per the Holidays Act and/ or by negotiation:

- Leave may be taken once the employee has been confirmed and criteria met;
- Employees are not allowed to apply for advance leave;
- Employees are allowed to carry forward only one year's leave balance to the next. Any leave accumulated in excess will be forfeited;
- An employee may take annual leave in half or full days. Leave applications for Saturdays for employees on normal shift shall be regarded as a full day leave;
- All applications for leave must be submitted in writing using the Leave Application Form. The Chief Executive must indicate his/her approval on the form;
- In the event of an urgent matter such that the leave cannot be applied for in advance, the employee must inform his/her immediate superior by phone no later than one hour after the start of work indicating reasons and expected period of absence. Approval of the urgent leave will be solely at the discretion of the Chief Executive. If the urgent leave has been approved, a Leave Application Form must then be submitted immediately when the employee returns to work;
- When an employee is sick while on annual leave and has obtained a medical certificate (MC) from a registered doctor, the annual leave applied will be replaced by the sick leave;
- When an employee resigns or is terminated from service, he/she may not apply for leave during his/her period of notice. However, an exceptional approval may be obtained based on the discretion of the Chief Executive. Any balance of the earned annual leave will be paid as salary to the employee on the last day of work.
- No personal leave is allowed if balance of annual leave is zero.

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Bereavement Leave

Policy Ref
PN0174

Policy
Bereavement Leave

Description
Te Aka Ora has guidelines for bereavement leave.

Purpose
To explain the general procedures relating to bereavement leave.

Scope
The following guidelines apply to all employees.

Procedure
Te Aka Ora will grant all full time employees bereavement leave of up to 3 days with pay, in the case of the death of an immediate family member.

Such leave must be authorised by the Chief Executive only.
Upon the employee's request, an additional 5 days may be granted, which must be approved by the Chief Executive.

If accrued sick or holiday leave is available, this benefit will be used for the additional 5 days; otherwise the additional 5 days will be unpaid.

Bereavement leave for death of individuals other than the immediate family members listed above must be approved by the Chief Executive. Time off for such an instance is limited to 5 days and will be unpaid.

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Trust recognised paid holidays

Policy Ref
PN0175

Policy
Trust recognised paid holidays

Description
Te Aka Ora recognises and will pay staff for some public holidays.

Purpose
To explain the procedures relating to recognised paid holidays.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
Te Aka Ora Charitable Trust recognises and pays the following holidays:

- New Year's Day - 1 January - if this lands on a weekend, the holiday is observed on the next available working weekday
- Day after New Year's Day - 2 January - if this lands on a weekend, the holiday is observed on the next available working weekday
- Provincial Anniversary Day
- Waitangi Day - 6 February- Mondayised
- Good Friday - subject to change
- Easter Monday - subject to change
- ANZAC Day - 25 April - Mondayised
- Queen's Birthday - 1st Monday in June
- Labour Day -the 4th Monday in October
- Christmas Day - 25 December if this lands on a weekend, the holiday is observed on the next available working weekday
- Boxing Day - 26 December if this lands on a weekend, the holiday is observed on the next available working weekday

You are eligible for public holidays from your date of employment. Any holiday that falls on a Saturday will typically be recognised on the preceding Friday. Holidays that fall on a Sunday typically will be recognised on the subsequent Monday. These holidays are not included as part of annual holiday leave.

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Compassionate Leave

Policy Ref
PN0176

Policy
Compassionate leave

Description
Te Aka Ora has guidelines for all managers regarding the allocation of compassionate leave.

Purpose
To explain the general procedures relating to compassionate leave.

Scope
The following guidelines are applicable to all staff.

Procedure
Employees are eligible to paid compassionate leave in the event of the following:

Level of severity	Days taken
Death of the employee's spouse, parent-in-law, parent, children, brother, sister or grandparent, grandchild.	3 working days
Serious illness of employee's spouse, parent-in-law, parent, children, brother, sister or grandparent, grandchild.	1 working day

All employees must consider the following when applying for leave:

- Compassionate leave must be taken within seven days after the date of death;
- Compassionate leave can be taken on non-consecutive days;
- The employee may inform the Chief Executive verbally of his/her need to proceed on compassionate leave;
- On his/her return from leave, he/she must submit the Leave Application Form together with documentary proof for record.

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Jury duty

Policy Ref
PN0177

Policy
Jury duty

Description
Te Aka Ora has guidelines for all staff regarding time off work for jury duty.

Purpose
To explain the general procedures relating to the application of leave for jury duty.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
All employees are required by law to fulfil their civic responsibilities by serving jury duty when required.

Employees shall be paid at their base rate pay during the jury duty term; however, all jury duty compensation received by the employee is to be returned in to Te Aka Ora at the time of receipt by the employee.

Employees may elect to take leave on pay or leave without pay. Where leave without pay is granted or where the service is during off duty hours employees may retain the juror's fees (and expenses paid). Where leave on pay is granted, a certificate is to be given to the employee by the employer to the effect leave on pay has been granted, requesting the Court to complete details of juror's fees and expenses paid. The employee will pay the fees to the employer but may retain expenses.

Te Aka Ora or the employee may request to be relieved from jury duty if the employee's absence would create serious operational difficulties. This would be discussed at the appropriate time with management.

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Leave of absence without pay

Policy Ref
PN0178

Policy
Leave of absence without pay

Description
Te Aka Ora has guidelines for all managers regarding any unpaid leave of absence.

Purpose
To explain the general procedures relating to absence without pay.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
A leave of absence without pay needs to be signed by the Chief Executive at least 14 days prior to the proposed date of leave.

Absence without pay will not be granted if it is thought that the time of leave proposed will cause any detriment to the operations of the business.

Benefit accrual will terminate during leave of absence without pay, beginning on the first day of leave.

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Long service award

Policy Ref
PN0179

Policy
Long service award

Description
Te Aka Ora Charitable Trust has guidelines with regards to the acknowledgement of long term employees.

Purpose
To explain the general procedures relating to long service awards.

Scope
The following guidelines apply to all employees.

Procedure
The objective of presenting service awards is to acknowledge the employee's service and dedication to work for Te Aka Ora. It is also to recognise and honour such employees and to create a sense of belonging and commitment to Te Aka Ora.

The entitlement of Service Awards shall be on completion of Year 10, 15, 20, 25 and every subsequent five years of continuous service.

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Parental leave

Policy Ref
PN0180

Policy
Parental leave (previously Maternity Leave)

Description
Te Aka Ora has guidelines for all staff regarding Parental leave.

Purpose
To explain the general procedures relating to Parental leave.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure

- Parental Leave is for an employee who is having a baby or their partner is having a baby, or are taking permanent responsibility for the care of a child under six.
- An employee is eligible for Parental leave provided they have been employed under a continuous contractwith Te Aka Ora for more than six months (for an average of at least 10 hours a week);
- Employees who have been employed for more than six months and under twelve months may be entitledto 26 weeks of government-funded parental leave payments, and 26 weeks of unpaid parental leave, if they will be the 'primary carer' of a child born (or coming into their care on or after 1 July 2018.
- Employees who have been employed for more than twelve months may be entitled to upto 52 weeks of unpaid parental leave and 26 weeks of government-funded parental leave payments if they will be the 'primary carer' of a child born (or coming into their care on or after 1 July 2018.
- Parental leave shall be inclusive of rest days and public holidays falling within the leave period;
- An employee may start their parental leave any time from two to four weeks before her confinement. They should, as soon as possible, reach a mutual agreement with Te Aka Ora on the commencement date of their leave so that appropriate work arrangements during their absence can be made in advance;
- Claim for parental leave must be supported by a medical certificate;
- An employee must have worked for Te Aka Ora for an average of 10 hours a week and no less than one hour in every week or 40 hours in every month;
- A female employee may enjoy a further period of not more than four weeks on the grounds of illness or disability due to the pregnancy or confinement.

- Employees who don't meet the criteria for parental leave, eg they've worked for Te Aka Ora for less than six months or haven't done an average of 10 hours a week, are not entitled to any parental leave. But if they meet the parental leave payment threshold test and will be the primary carer of the child, they may apply for negotiated carer leave so they can receive parental leave payments. Te Aka Ora reserve the right

not to agree should there be any implications on the business. Te Aka Ora will reply within one month of application receipt explaining the reasons and on what grounds the decision

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Religious holidays policy

Policy Ref
PN0181

Policy
Religious holiday's policy

Description
Te Aka Ora has guidelines for staff regarding religious holidays.

Purpose
To explain the general procedures relating to holidays granted for religious reasons.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
Te Aka Ora will make every reasonable effort to accommodate the religious needs of our employees where such accommodations can be made without undue disturbance to the operations of the business.

Religious leave will be considered without bias or prejudice against any religion.

You may, under these guidelines, take religious holidays not designated as a Trust holiday or as a holiday day, personal day or a day without pay. Prior approval must be obtained from the Chief Executive.

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Sick Leave

Policy Ref
PN0182

Policy
Sick Leave

Description
Te Aka Ora has guidelines for all staff regarding sick leave.

Purpose
To explain the general procedures relating to sick leave.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
All permanent staff will accrue 2 weeks (10 days) per annum paid sick leave for each completed year of service, orpart thereof accrued on a pro-rata basis.

Untaken sick leave will accumulate from year to year. Pay will be based on the average 8 hour workday.

Paid sick leave accumulates from year to year to a maximum of 20 days for permanent staff of Te Aka Ora staff and 50 days for permanent staff of Te Whare Whai Hua Early Childhood Centre. (NZIER Collective Members ONLY)

Management reserves the right to request a doctor's certificate from an employee to verify that the absence fromwork was due to illness.

Should an employee fall sick on a Friday through to Monday, Te Aka Ora reserve the right to acknowledge theweekend days as sick days.

Any employee found claiming leave without genuine cause will be subject to discipline up to and including dismissal.

Management have the digression to approve reasonable compassionate leave, subject to informing the Board of approval.

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Medical leave

Policy Ref
PN0183

Policy
Medical leave

Description
Te Aka Ora has guidelines for all managers regarding medical leave of absence.

Purpose
To explain the general procedures relating to medical leave.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
All confirmed permanent employees may receive hospitalisation leave of up to 60 days less sick leave taken, if hospitalisation is necessary.

Sick leave of probationary employees will be treated as leave without pay.

Only a medical certificate issued by a Registered Medical Officer is accepted.

Employees must inform the Chief Executive with regard to their sick leave within four hours from the time of absence. Employees who fail to inform Te Aka Ora within the first four hours of absence may be subject to disciplinary action.

Employees must submit their medical certificates to their Chief Executive for initials.

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Unpaid leave

Policy Ref
PN0184

Policy
Unpaid leave

Description
Te Aka Ora Charitable Trust has guidelines for all staff regarding unpaid leave.

Purpose
To explain the general procedures relating to unpaid leave.

Scope
The following guidelines apply to all employees.

Procedure
An employee may apply for leave without pay when:

- All earned leave has been consumed;
- All medical leave for the year has been consumed but the employee has been deemed as medically unfit for work by a Registered Medical Doctor.

The approval for no-pay leave other than for medical reasons shall be entirely at the discretion of Te Aka Ora.

Employees applying for leave without pay must complete the Leave Application Form indicating the reasons for application with supporting documents, when necessary.

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Domestic Violence Leave

Policy Ref

PN0226

Policy

Domestic Violence Leave

Description

Te Aka Ora Charitable Trust has guidelines for all staff regarding Domestic Violence leave.

Purpose

To explain the general procedures relating to Domestic Violence leave.

Scope

The following guidelines apply to all employees.

Procedure

Employees whom have worked for Te Aka Ora for six months or more for:

- An average of 10 hours per week, and
- At least one hour in every week or 40 hours in every month

Are deemed qualified to Domestic Violence Leave if they meet the entitlement requirements outlined below.

Employees of Te Aka Ora who have been affected by Domestic Violence are entitled to:

- 10 days per annum paid Domestic Violence leave
- Ask for a short-term flexible working arrangement for up to 2 months
- Safe and supported working environment which will not treat the staff member with adversity within the workplace.

Should the employee request advancement on their entitlement for Domestic Violence Leave, this will need to be requested through the Chief Executive officer for approval. Entitlement advancement of 5 days maximum will be considered through the discretion of the Chief Executive.

If an employee qualifies for domestic violence leave and needs it while they are on annual leave, they can take domestic violence leave instead of annual leave. They should tell the Chief Executive Officer as soon as they possible.

If the employee does not use their domestic violence leave in 12 months, they can't carry it over to the next year.

Should the employee cease their employment with Te Aka Ora, they will not be entitled to payment for any domestic violence leave they have not taken.

Management reserves the right to request proof that the employee is affected by domestic violence. Te Aka Ora reserves the right to withhold paying the employee until they get this proof, unless the employee has a 'reasonable excuse'. An example of a 'reasonable excuse' could be that the employee had to move home quickly and has not had time to get proof.

Any employee found claiming leave without genuine cause will be subject to discipline up to and including dismissal.

The approval for no-pay leave other than for medical reasons shall be entirely at the discretion of Te Aka Ora.

Employees applying for Domestic Violence leave without pay must complete the Leave Application Form indicating the reasons for application with supporting documents, when necessary.

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KiwiSaver

Policy Ref
PN0229

Policy
Kiwisaver Contributions and Entitlements.

Description
Te Aka Ora has guidelines for all employees with relation to Kiwisaver contributions and entitlements for both Employee and Employer.

Purpose
To explain the guidelines and entitlements for both Employee and Employer in making contributions towards Long-term savings habit and asset accumulation in accordance with the KiwiSaver Act 2006.

Scope
The following guidelines are to be adhered to on a Trust wide level, the guidelines will be managed by our Finance Manager and Chief Executive.

Procedure
During the staff initial inductions all staff will be provided documentation for completion by the Finance team.
The Finance Team will provide information pack within 7 days of the employee starting with Te Aka Ora Charitable Trust. The documentation will be filed for Financial purposes and held within our record keeping for up to 7 years.

Opting In
Te Aka Ora Charitable Trust complies with all instructions and guidelines within the KiwiSaver Act 2006 in regards to Employee automatic enrolment rules.
Exemption Category:
The only exemptions to this rule applies should the staff member be aged 65 and over, is a temporary employee – as advised in section 12 of the Act, or should the employee express their right to 'opt out'.

Opting Out
Every employee to whom the automatic enrolment rules apply when starting new employment may opt out at any time in the period beginning on the 13th day after the date on which the person started the new employment and ending on the close of the 55th day after the date on which the person started the new employment.
Opting out of KiwiSaver needs to be discussed with the Finance Team. The finance team will provide guidance and support in completing appropriate documentation.

Kiwisaver Provider
Te Aka Ora Charitable Trust will not sway staff towards any particular provider. Te Aka Ora Charitable Trust will ensure information on possible providers is readily available for staff should they request this information.

Contributions
Te Aka Ora Charitable Trust will make compulsory contributions to an eligible employee's Kiwi Saver scheme as required, at a rate negotiated by both employee and employer on top of their salary or wage.
The employee must decide how much their own contributions will be (3%, 4% , 6%, 8% or 10%) to be deducted from their pay. Te Aka Ora Charitable Trust does not specify this, the default rate is 3%.

Te Aka Ora Charitable Trust reserves the right to withhold the employer's contribution for those employees who are within the exempt category.
The employee and employer agree that all employer superannuation contributions will be treated as salary/wages

and taxed via PAYE. The employee can cancel this arrangement in writing at any time.

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Registration to Professional National Boards Policy

Policy Ref
PN0234

Policy
Registration to Professional National Boards Policy

Description
Te Aka Ora guidelines in supporting with registration and certification process for employees to their respective professional national boards.

Purpose
To explain the general guidelines in regards to support and expectations provided by the organisation to the employees in relation to registration and certification process to the respective professional national boards which impact and support the industries that Te Aka Ora are involved in.

Scope
The following guidelines are to be adhered to on a Trust wide level with regards to employees' professional national registration boards.

Procedure
To ensure professionalism and to encourage personal and professional development, Te Aka Ora encourages and supports all employees in applying for Partial or Full registration to the National Boards within the varying industries in which Te Aka Ora operates.

Employees must work and abide by the codes of practice/ethics which are guided by the professional body in which they are registered with.

Te Aka Ora acknowledges the following National Registration boards, to which they are registered:

- Teaching Council of Aotearoa New Zealand (TCANZ)
- Social Workers Registration Board (SWRB)
- New Zealand Association of Counselors (NZAC)

Employees whom are able to be registered, having qualified via the various registration pathways, must do so as soon as applicable.
Employees must continuously work towards ensuring their application for registration will be strongly considered with their respective national board.

Employees must work with their Line Management to submit the application. The employee must also submit the invoice/receipt for payment within 7 days of receipt.
Once the registration confirmation has been sent to the employee, the employee must forward the confirmation through to the Chief Executive and Organisation Administration for filing and acknowledgement of commitment.

The employee will commit to continue working for the organisation for a minimum of nine months post registration date. Should the employee seek to terminate their employment within nine months post registration date, Te Aka Ora reserves the right to seek part or full compensation for registration costs covered by the organisation.

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Study Support Policy

Policy Ref
PN0233

Policy
Study Support Policy

Description
Te Aka Ora guidelines towards supporting staff towards further Tertiary or higher learning studies.

Purpose
To explain the general guidelines in regards to the extent and limitations of support which the organisation is able to support staff towards tertiary or higher learning studies.

Scope
The following guidelines are to be adhered to on a Trust wide level with regards to employees' study support levels.

Procedure
As the organisation strives to build a resilient workforce this policy aids the development opportunitiesavailable to our staff.
In recognition that we are working with diverse and ever changing communities, it is imperative that our staff are upskilling and working towards higher levels of studies to ensure that the employees within Te Aka Ora are competent within their roles and able to grow within the organisation and community.

Employees whom have been employed with the organisation for more than twelve months are able to apply for support within the organisation to assist with their goals to achieve higher learning.

Employees must submit an application to be presented to the board prior to commencement of study programme. The application to the board must be supported and endorsed by the service line management and Chief Executive.

All commitments made to support study is reviewed annually with applicant, Line Management and Chief Executive.
All successful applications are based on the employee's individual performance and commitment tothe role and organisation.

The level of support will vary from applicant to applicant based on the need and ability within theorganisation. Support levels can be one or more of the following:

- Study leave with pay
- Travel assistance
- Access to resources
- Support with course related costs
- Monetary contribution towards fees
- Yearly Scholarship towards overall study costs

The application must include the following:

- Applicants Name
- Length of service within the organisation
- Department/team within the organisation
- Name of Course
- Course Provider Name
- Length of study
- Start and End dates for year
- How the study will contribute to the employees role
- How the study will add value to the organisation
- Contribution towards study from the applicant
- Desired contribution towards study from Organisation
- Study to work ratio and a plan on how to ensure there is minimal impact on the dailyoperations within the organisation.
- Endorsement from Line Management and Chief Executive

Area's in which Te Aka Ora will support are restricted to areas which will provide growth within theorganisation, such as support with Social Worker, Teacher, Counselling, Supervision or Business undergraduate or post graduate degrees.
Degrees at a Masters or Doctorate level will be considered at the discretion of the Board only.

Te Aka Ora reserve the right to place a contractual agreement binding the employee to the organisation for a level of time not exceeding one and a half times the length of time the support hasbeen in place.
For example, should Te Aka Ora support a staff member through a three-year study plan, the employee could be bonded to a contract with the organisation for a maximum of four and a half years.
Should the employee choose to leave the organisation before their binding period is complete, the employee is aware that the organisation will be within their rights to seek compensation. Compensation will be at the discretion of the Chief Executive and the Board.

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Benefits and Allowances Policy

Policy Ref
PN0231

Policy
Benefits for Remuneration Policy

Description
Te Aka Ora has guidelines regarding to having benefits and allowances in exchange for Remuneration of work and/or monetary compensation.

Purpose
To explain the general guidelines in regards to having benefits and allowances in exchange for Remuneration of work and/or monetary compensation.

Scope
The following guidelines are to be adhered to on a Trust wide level with regards to employees' remuneration and compensation for work completed.

Procedure
From time to time, dependent on the nature of the job or specialist nature of the position held, Te Aka Ora shall acknowledge staff members' additional benefits or supports in compensation for time, remuneration and acts of service. The limits and access to the benefits and compensation shall be agreed upon by the employee and Te Aka Ora prior to executing the duty or service.

Benefits shall be accredited and acknowledge in lieu of monetary remuneration, compensation for time over and above allocated duty time and/or in remuneration of service to the organisation.

Benefits and allowances include, but are not limited to:

- Accommodation costs in exchange for work
- Accommodation in exchange for work
- Utility usage
- Resources usage
- Phone usage
- Vehicle and Petrol usage
- Meals and Kai Allowances

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Te Aka Ora Charitable Trust

Employment Conditions

Outside Employment

Policy Ref
PN0185
Policy
Outside employment

Description
Te Aka Ora has guidelines for employee engaging in work outside Te Aka Ora.

Purpose
To explain the general procedures relating to outside employment.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
Employees shall not, directly or indirectly, engage in any outside employment or financial interest, which may conflict with the best interests of Te Aka Ora or interfere with the employee's ability to perform his/her assigned job functions.

Examples include but are not limited to, outside employment which:

- Is conducted during the employees regular work hours;
- Utilises Trust telephones, computers, supplies or any other resources, facilities or equipment;
- Is employed with a firm that has contracts with or does business with Te Aka Ora;
- May reasonably be perceived as a conflict of interest.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside the organisation for materials produced or services rendered while performing their job functions.

Any employee engaged in outside employment which conflicts with the requirements of this section shall resign from such outside employment or shall be terminated upon refusal to resign.

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Telecommuting

Policy Ref
PN0186

Policy
Telecommuting

Description
Te Aka Ora Charitable Trust has guidelines for all employees who wish to work from home.

Purpose
To explain the general procedures relating to telecommuting.

Scope
The following guidelines apply to all employees.

Procedure
Te Aka Ora is flexible to the personal circumstances of their employees.

Employees in some circumstances where possible will be granted permission to carry out some job function from home. Approval for these schedules is at the discretion of the Chief Executive as it is not possible for all positions to be removed from the regular working environment. Telecommuting schedules must be arranged with the employee's immediate supervisor.

Any employee working away from the office will be asked to adhere to regular working hours in order to be accessible to co-workers and Trust clients.

This includes checking in with the office regularly and keeping your Chief Executive informed of your working hours and location as well as your status on assignments and projects.

Employees are required to be present for all staff meetings and to be in the office a minimum of 5 days per month. Being present in the regular work environment creates consistency and communication among the team.

Any employee found to be abusing the telecommuting privilege will be subject to the same disciplinary action as all full time employees.

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Working hours

Policy Ref
PN0187

Policy
Working hours

Description
Te Aka Ora has allocated working hours for all employees.

Purpose
To explain the general procedures relating to hours of employment.

Scope
The following guidelines are to be adhered to on a organisational wide level.

Procedure
The specific work schedule for your position will be explained to you the Chief Executive. Every effort will be made to consider your own personal needs, as well as the demands of your position, in setting your specific work schedule. Some positions and some types of work offer more opportunity for flexibility than others.

A normal working schedule for regular full-time employees consists of forty (40) hours each week.

Te Aka Ora will do the best we can to allow all employees to create the best possible balance between work and personal life.

Employees are entitled to a minimum of a half-hour lunch break. Depending on the requirements of your particular position, you may choose the half-hour that is most convenient, so long as all work stations are adequately covered and your absence does not create a problem for co-workers or clients.

Different work schedules, such as in the case of contract staff, may be established by the relevant Chief Executive to meet job requirements and provide necessary services.

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Media Relations Policy

Policy Ref
PN0227
Policy
Media Relations Policy
Description
Te Aka Or Charitable Trust has guidelines for all members and staff regarding Media Relations.
Introduction

Local and national media are vital partners in achieving the goals at Te Aka Ora Charitable Trust. In order to maximise the advantages of media presentation and minimise the risks of media misrepresentation it is necessary to establish guidelines for how media contacts will be conducted.

It is not the intention of this policy to curb freedom of speech or to enforce strict rules and regulations. Rather, the intention is to establish a framework for achieving an effective working relationship with the media. The organisation welcomes the opportunity to talk to the media and, through them, to debate issues in the public arena.

In dealing with the media, staff, Board members and other volunteers should be conscious that they may be seen as representatives of the organisation and should therefore avoid making comments or participating in photo opportunities that may damage the long-term reputation of Te Aka Ora Charitable Trust.

Purpose

Te Aka Ora Charitable Trust works with the media in order to

- *advocate* for the goals of the organisation
- *promote* the work of the organisation
- *inform* the public of the details of the organisation
- *assist* in fundraising for the organisation

In order to ensure that these purposes can be fulfilled, this policy regulates the choice of people entitled to speak for Te Aka Ora Charitable Trust.

The media themselves have a vital role to play on behalf of the community in holding Te Aka Ora Charitable Trust to account for its policies and actions. It is important that they have access to officers and members and to background information to assist them in this role.

To balance this, Te Aka Ora Charitable Trust must have the capacity to defend itself from any unfounded criticism, and will ensure that the public are properly informed of all the relevant facts (if necessary using other channels of communication).

It is the responsibility of all staff, board members and volunteers to ensure that effective media relations are maintained in order to achieve the aims of Te Aka Ora Charitable Trust.

This policy deals with the day-to-day relationship between Te Aka Ora Charitable Trust and the media and does not address how the organisation will work with the media in a crisis, for which separate all communication will be dealt with in partnership by the Trust Chairperson and Chief Executive

Scope

Te Aka Ora Charitable Trust operates on the values of

- **Honesty:** The organisation will never knowingly mislead the public, media or staff on an issue or news story.
- **Transparency:** The organisation will promote openness and accessibility in our dealings with the media,

whilst complying with the law and maintaining confidentiality when appropriate.
- **Clarity:** All communications with the media will be written in plain English
- **Balance:** Information provided to the media by Te Aka Ora Charitable Trust will as far as humanly possible be objective, balanced, accurate, informative and timely.

Te Aka Ora Charitable Trust should seek to establish and maintain a good and open relationship with the media. It is important that the organisation works with the media to communicate important public information messages about its work and its goals.

However, contact concerning any significant matter in the name of or on behalf of Te Aka Ora Charitable Trust should only be made by staff, Board members and other volunteers where:

- They have consulted the Communications Officer nominated by the Board
- They have the required expertise to speak on the issue under discussion
- They have some experience in media relations.

Where any of these criteria do not apply, staff, Board members and volunteers are recommended to exercise extreme caution and to seek guidance from the most senior staff or Board member available.

Procedure

The Board shall nominate a Communications Officer to coordinate Te Aka Ora Charitable Trust's relationships with the media.

The Communications Officer, Chief Executive and the Board Chair are all authorised to speak on behalf of Te Aka Ora Charitable Trust.

Other staff, Board members and volunteers are advised to ensure they are properly briefed and guided by the Communications Officer, Chief Executive or Board Chair before talking to the media on any issue related to Te Aka Ora Charitable Trust.

Where information or public comment is requested or required, the Communications Officer shall determine the most appropriate person to respond.

Staff, Board members and other volunteers, and third parties, are encouraged to deliver public presentations that discuss Te Aka Ora Charitable Trust's work and its goals, provided that they make it clear where such presentations are or are not authorised by the organisation.

All staff, Board members and other volunteers must observe Te Aka Ora Charitable Trust's Privacy Policy in relation to client records.

Process

Significant statements on behalf of Te Aka Ora Charitable Trust shall be made as authorised by the Communications Officer, CEO or Board Chair as detailed above.

It should always be made absolutely clear whether the views put forward regarding any issue relating to Te Aka Ora Charitable Trust are those of the organisation or of an individual. At all times consideration should be given as to how the correspondence may affect the reputation of Te Aka Ora Charitable Trust.

The Communications Officer is responsible for:

- Producing and updating a list of key contacts for distribution to local press and radio and TV stations. The Communications Officer can also be contacted for preliminary discussions on any story or if a journalist or researcher is unsure who to approach for a comment.

- Producing the organisation's annual public relations plan, which shall be consistent with the organisation's business plan and marketing plan.
- Coordinating all media conferences for Te Aka Ora Charitable Trust. All such conferences shall be videotaped by the organisation.
- Authorising all media releases from Te Aka Ora Charitable Trust, and for mounting them on the organisation's website. All media releases must also be checked and approved by staff in charge of the relevant area before distribution.
- Being involved in any approaches to the media to feature Te Aka Ora Charitable Trust's work.
- Receiving and coordinating a response to all approaches from all national press, radio or TV stations or specialist press.

All staff, Board members and volunteers are responsible for:

- Providing advice (preferably before the issue becomes public knowledge) to the Communications Officer on any issues that are likely to be complex or contentious or to be sustained for any length of time. In such a situation the Communications Officer will work with the relevant staff and Board members to produce a communications plan which will ensure that balanced, timely information is provided to keep all parties informed.
- Ensuring that no photos of clients, patients, employees, or students shall be released to the public via advertising, news media, or internet, or by any other means, without the approval of the Communications Officer, who shall satisfy themselves that the organisation's Privacy Policy has been observed.
- Notifying the Communications Officer of any contact made in the name of Te Aka Ora Charitable Trust to the media and providing the name of the reporter or writer and the media outlet they represent.

Any significant media contacts with Te Aka Ora Charitable Trust's staff or members on any issue likely to prove contentious shall, where possible, be videotaped.

Any filming or taping on Te Aka Ora Charitable Trust's property or of the organisation's proceedings by the media is subject to prior permission of the Communications Officer, CEO or Board Chair.

Every effort should be made to assist the media in their inquiries. Where media queries involve requests for information that will require substantial staff work to produce, such work must be authorised by the CEO. It will usually be necessary to provide information in addition to that which is requested in order to set the facts and figures in context. Requests for detailed information of this nature, whether from the local or national media, should be referred to the Communications Officer.

Te Aka Ora Charitable Trust reserves the right to withhold certain sensitive information concerning, say, commercial transactions or governmental negotiations. Any such information will be clearly labelled and clearly notified to relevant staff.

If any unauthorised releases of confidential information do occur, an investigation will take place to establish who was responsible and appropriate action will be taken.

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Te Aka Ora Charitable Trust

Health and Safety

Health and Safety Policy

Policy Ref
PN0188

Policy
Health and Safety Policy

Description
Te Aka Ora aims to promote a healthy workforce, maintain a safe system of work and to proactively support the wellbeing of our people.

Purpose
This policy applies to all employees, contractors (together "Workers"), and visitors to the workplaces.
Provide a safe and healthy work environment;
Take steps to prevent exposure to unnecessary risks and to operate in a way that aims to remove or minimise health and safety hazards; and
Actively monitor and take steps to improve health and safety performance.
Disclosures of Health and Safety purposes.

Scope
The following guidelines aligns to organisational hhealth and safety values:
Working safely is a condition of employment;
Worker involvement in workplace health and safety matters is important and valued; and
Training workers to work safely is essential.

Procedure
To achieve these purpose the Trust will:

- Promote safe behaviours and integrate safe work practices into all work methods;
- Comply with all applicable legislation, regulations, standards and codes of practice that relate to workplace health and safety in our industry;
- Systematically identify and assess workplace hazards and take reasonably practicable steps to manage these;
- Record, report, investigate and learn from all notifiable events;
- Provide appropriate resources to enable workers to meet their health and safety obligations, including by providing personal protective equipment to employees as required;
- Where appropriate, consult with and encourage the participation of workers in matters relating to health and safety;
- Provide the necessary training and education to minimise the risk of injury and harm to workers;
- Moderate or suspend activities if health and safety would be compromised; and
- Implement, and maintain Hazard and Accident Management Procedures appropriate for the Commission.
- Notify the appropriate authorities and funding bodies of all disclosures of incidents, events and accidents deemed reportable under both the Privacy and Health and Safety Acts

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Covid-19 Response Policy

Policy Ref
PN0235

Policy
Covid-19 Response Policy

Description
Te Aka Ora aims to promote a healthy workforce, maintain a safe system of work and to proactively support the wellbeing of our community and people.

Purpose
This policy applies to all employees, contractors (together "Workers") and Board members of the organisation.
To provide a safe and healthy work and community environment;
Take steps to prevent exposure and spread of harmful infection within our region and to operate in a way that aims to minimise impact on Tairawhiti community and health system; and
Actively monitor and take steps to improve health and safety performance.
Te Aka Ora acknowledges the unique and isolation qualities of Te Tairawhiti and acknowledges that should there be infections present within our Tairawhiti community, the impact on our whanau, community and infrastructure will be detrimental to the people and community we serve.
Disclosures of Health risk purposes.

Scope
The following guidelines aligns to organisational health and safety values:
Working safely is a condition of employment;
Worker involvement in workplace health and safety matters is important and valued; and
Training workers to work safely is essential.
The following guidelines also align with national and government standards of approach towards the NZ elimination strategy.

Procedure
To achieve the purpose the Trust will:

- Promote safe behaviours and integrate safe work practices into all work methods;
- Comply with all applicable legislation, regulations and standards that relate to the NZ Elimination strategy;

In accordance with our health and safety policy, Te Aka Ora will ensure the safety of all our staff, service users and community.
All responses to any changes in National Response levels will be implemented by the Chief Executive following the National Guidelines and Board of Trustees Directive.
Te Aka Ora will endure to reduce the possibility of spreading infection and causing detrimental risk to the local Tairawhiti community, Infrastructure and Health Care systems by enforcing the following processes across Te Aka Ora services.

- Implement Business Continuity Plans for each National Alert Level in accordance with national regulations and restrictions.

- Provide necessary cleaning agents and personal protective equipment for all staff, in accordance with the national requirements.
- Notify the appropriate authorities and funding bodies of disclosures of infection, exposures to infection and possible exposures to infection which have a direct impact on business continuity.
- Ensure all employees are advised of the Board and Organisations stance on vaccination which is as follows:

  The Boards position in relation to vaccination status is one that favours the protection, health, safety and wellbeing of all staff and our community.

  The Board supports the Chief Executive to exercise their discretion on a case by case basis with the understanding that they have sought speciality advice, HR or legal if and when required.
- Ensure all employees, visitors and service users are following Ministry of Health guidelines on washing of hands, sneezing etiquette and social distancing.

Should any Employee or Contractor choose not to adhere to the Te Aka Ora Covid-19 Response Policy, Te Aka Ora reserve the right to temporarily disable frontline deployment of the employee or contractor until such time as indicated by the Board and/or Chief Executive.

All staff will accrue 7 days per annum paid Covid leave for each completed year of service, or part there of accrued on a pro-rata basis.

Untaken Covid leave will not accumulate from year to year. Pay will be based on the employees standard work hours not exceeding 8 hour workday.

Management reserves the right to request a doctor's certificate from an employee to verify that the absence from work was due to covid illness.

Any employee found claiming leave without genuine cause will be subject to discipline up to and including dismissal.

Management have the digression to approve reasonable compassionate leave, subject to informing the Board of approval.

All staff must remain in isolation in accordance with the National Health standard requirements.

Staff are entitled to Covid Leave only on the grounds that they are infected or are a household contact.

Staff whom have no entitlement to covid leave are entitled to negotiate with the Chief Executive in relation to use of Annual Leave or Sick Leave to cover isolation period.

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Medicine Administration

Policy Ref
PN0189
Policy
Medicine Administration

Description
Te Aka Ora has guidelines regarding staff who administering medicines.

Purpose

The policy aims to uphold the health and safety of teen parents and their children by ensuring that they are given proper care, and that medication is not administered inappropriately by services.

Scope
The following guidelines are to be adhered to on a Trust wide level, this policy is relevant to ECE Center and the Teen Parent residential programme.

Procedure
Medicine (prescription and non-prescription) is not given to a teen parent or their child unless it is given:

- by a doctor or ambulance personnel in an emergency; or
- by the parent of the child; or
- With the written authority (appropriate to the category of medicine) of a parent.

Medicines are stored safely and appropriately, and are disposed of, or sent home with a parent (if supplied in relation to a specific child) after the specified time.

Documentation required:

1. A record of the written authority from parents for the administration of medicine in accordance with the requirement for the category of medicine outlined in below

2. A record of all medicine (prescription and non-prescription) given to children attending the service. Records include:

- name of the child;
- name and amount of medicine given;
- date and time medicine was administered and by whom; and
- Evidence of parental acknowledgement. Related to clause 46 (1)(b) of standard.

Category (i) medicines

Definition - a non-prescription preparation (such as arnica cream, antiseptic liquid, insect bite treatment spray etc) that is:

- not ingested;
- used for the 'first aid' treatment of minor injuries; and
- Provided by the service and kept in the first aid cabinet.

Authority required - a written authority from a parent given at enrolment to the use of specific preparations on their child for the period that they are enrolled. The service must provide (at intake, or whenever there is a change) specific information to parents about the Category (i) preparations that will be used.

Category (ii) medicines

Definition - a prescription (such as antibiotics, eye/ear drops etc) or non-prescription (such as paracetamol liquid, cough syrup etc) medicine that is:

- used for a specific period of time to treat a specific condition or symptom; and
- Provided by a parent for the use of that child only or, in relation to Rongoa Māori (Māori plant medicines), that is prepared by other adults at the service.

Authority required - a written authority from a parent given at the beginning of each day the medicine is administered, detailing what (name of medicine), how (method and dose), and when (time or specific symptoms/circumstances) medicine is to be given.

Category (iii) medicines

Definition - a prescription (such as asthma inhalers, epilepsy medication etc) or non-prescription (such as antihistamine syrup, lanolin cream etc) medicine that is:

- used for the ongoing treatment of a pre-diagnosed condition (such as asthma, epilepsy, allergic reaction, diabetes, eczema etc); and
- Provided by a parent for the use of that child only.

Authority required - a written authority from a parent given at intake as part of an individual health plan, or whenever there is a change, detailing what (name of medicine), how (method and dose), and when (time or specific symptoms/circumstances) the medicine should be given.

A medicine record for each client when appropriate will be maintained on client file and checked at each case review.

All medicines will be destroyed or returned to Pharmacy for management, at the exit of the client from services

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Alcohol and drugs

Policy Ref
PN0190

Policy
Alcohol and drugs

Description
Te Aka Ora has guidelines for all staff or residents regarding the consumption and misuse of alcohol and drugs.

Purpose
To explain the general procedures relating to alcohol and drugs.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
The Chief Executive must be aware that the misuse of drugs or alcohol by employees may come to light in various ways. The following characteristics, especially when arising in combinations may indicate the presence of an alcohol or drug-related problem:

- instances of unauthorised leave;
- frequent Friday and/or Monday absences;
- lateness (especially on returning from lunch);
- excessive level of medical leave;
- high accident level at work or elsewhere, such as while driving or at home;
- difficulty in concentration;
- problems with remembering instructions or own mistakes;
- irritability;
- Depression.

An employee's or client's alcohol or drug problem may come to light as a mitigating factor in a disciplinary interview. It should be treated as a mitigating factor for certain "less serious" disciplinary offences, such as poor time-keeping or lateness, provided the person is prepared to undergo treatment.
Chief Executives who feel an employee's unsatisfactory performance may be drug or alcohol-related will arrange to hold a meeting with the employee.

If an employee/ client is known to be, or strongly suspected of being, intoxicated by alcohol or drugs during working hours, the Chief Executive will be consulted. Arrangements will be made for the employee to be escorted from Te Aka Ora premises immediately. Disciplinary action will take place when the employee has had time to become sober.
Employees are expressly forbidden to consume alcohol when at work or to bring it onto Trust premises under any circumstances. Any breach of this rule will result in disciplinary action being taken which is likely to result in summary dismissal.
Employees who take drugs which have not been prescribed on medical grounds will, in the absence of mitigating circumstances, be deemed to be committing an act of gross misconduct and will thus render themselves likely to be summarily dismissed as will any employee believed to be buying or selling drugs, or in possession of unlawful drugs.

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Smoking Policy

Policy Ref

PN0191

Policy

Smoking Policy

Procedure

PURPOSE

Te Aka Ora objective is to provide a smoke-free working environment in accordance with the Smoke Free Environments Act 1990 and its amendments.

All employees and clients who do not smoke, or who do not wish to smoke in the workplace or on Te Aka Ora premises shall, so far as reasonably practicable, be protected from the detrimental effects of smoke in the workplace and residences.

SCOPE

This policy applies to all persons who come on site (including employees, volunteers, contractors, clients, visitors and those in residential care) at all times, including outside normal work hours.

POLICY

There will be no smoking inside on **Te Aka Ora** premises.

The prohibition on smoking applies to any internal area within or on a building occupied by Te Aka Ora and usually frequented by employees or volunteers during the course of their employment.

The prohibition on smoking also applies to staff who are working with or around any Te Aka Ora clients.

Specifically, there is to be no smoking in the following areas:

- In sight of any Te Aka Ora clients
- At a distance from any Te Aka Ora clients to ensure that clients do not inhale secondary smoke fumes

Specifically, there is to be no smoking in the following internal areas:

- Corridors and stairwells;
- Staffrooms;
- Toilets; and Bathrooms
- All reception areas
- All office areas
- All photocopying, resource and supply rooms

Smoking will be not permitted outside, in the following open areas:

- 9 Temple Street
- 232 Rutene Road
- Nelson Road

Smoking is not permitted in work vehicles.

BREACH OF THE POLICY

Te Aka Ora will take appropriate action against those persons who breach this policy.

Employees and volunteers are encouraged to make visitors and members of the public on site aware of the policy on smoking.

Where an employee is alleged to have breached this smoking policy (by smoking in a non-smoking area for example) Te Aka Ora may take disciplinary action for the alleged breach and impose a sanction up to and including termination of employment**.**

Any employee wishing to make a complaint relating to this policy or smoking in their workplace shall do so in writing to the Chief Executive, including the particulars of the complaint, including the date(s), time(s) and the name(s) of the employee(s) who smoked. If the Chief Executive is the subject of the complaint, the employee can raise the complaint with another Chief Executive.

Investigation

When a complaint is received Te Aka Ora will, within 20 working days of receiving the complaint, investigate it and try to resolve it.

Resolution

Where the contravention is on the part of Te Aka Ora, they shall seek to settle the cause of the complaint, or give an assurance that satisfies the complainant that there will be no repetition of the cause of the complaint.

Where the contravention is on the part of an employee or volunteer, Te Aka Ora shall seek to obtain from that employee or volunteer an assurance that satisfies them that there will be no repetition of the cause of the complaint.

The representative of the employee shall be entitled to be present at any meeting called by Te Aka Ora for the purpose of resolving the complaint.

Where Te Aka Ora is unable to resolve the complaint by agreement, they shall refer the complaint in writing to the Director-General of Health, who will then investigate the matter.

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Health and Safety in Employment Policy

Policy Ref
PN0192

Policy
Health and Safety in Employment Policy- alignment with Health & Safety in Work Act 2015 (HWSA)

Procedure
As a responsible employer, **Te Aka Ora** will abide by the Health and Safety in Work Act 2015 to prevent harm to employees, volunteers, student placements, contractors, sub-contractors, and trainees when employed or working for **Te Aka Ora.**

Objective
Of the Act is: "***to ensure the primary duty of care is broadened to set out the board of Trustees obligation to keep all workers and others are healthy and safe.***

To achieve this requires people who are responsible for work and those who do the work are to take steps to ensure their own health and safety and the safety of others. To include: Leadership (Board and Officers) and Workers and Others.

Procedures

1. **Te Aka Ora** will take all practicable steps to develop roles and responsibilities at all levels of the organisation:
   - Ensure Leadership Team undergo training in the new legislation
   - Ensures the Health and Safety of their workers while in the services and activities
   - Ensures the Health and Safety of workers whose activities are influences by the board
   - Ensures the Health and Safety of other people by ensuring they are not put at risk from work carried out by the Trust

1. **Te Aka Ora Officers (Chief Executive)**
   - Knows about Worker Health and Safety and keeps up to date
   - Gains an in-depth understanding of the operations of the organisation and the hazards and risks generally associated with those operations
   - Ensures the board has appropriate resources and processes to eliminate or minimize those risks
   - Ensures the board has appropriate resources and processes to receive information about incidents, hazards and risks and for reporting that information
   - Ensures the board has and implements, processes for complying with any duty or obligation of the board
   - Verify that these resources and processes are in place and being used

2. **Te Aka Ora Workers / Employees**
   - Ensure staff / employees take reasonable care for their own health & Safety
   - Take reasonable care that their acts or omissions do not adversely affect the health and safety of other people staff or clients, or volunteers or student placements
   - Cooperate with any reasonable business policy or procedure relating to the workplace's health and safety that they have been told about.

     Note: Workers have the right to stop work if they believe it is unhealthy or unsafe.

- Identify all potential hazards in the place of work at all sites of Te Aka Ora
- Where the hazards identified are significant – to eliminate, isolate or minimise staff / employees' and trainees' exposure to such hazards

5.**Te Aka Ora** will provide appropriate working facilities, ensure equipment and plant is safe to use, that current work practices or methods do not harm staff or employees, and to develop and publish emergency procedures for each office.

This document is controlled

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Te Aka Ora Charitable Trust

Personnel Issues

Absenteeism and tardiness

Policy Ref
PN0200

Policy
Absenteeism and tardiness

Description
Te Aka Ora has guidelines for all managers regarding staff absenteeism and tardiness.

Purpose
To explain the general procedures relating to absenteeism and tardiness.

Scope
The following guidelines are to be adhered to on an organisational wide level.

Procedure
Once your particular work schedule has been determined, you are expected to be at work on time and to work the full number of hours scheduled. Everyone must assume this responsibility, in fairness to your co-workers and our clients.

Some positions require that an employee be at his/her work station during a specified time frame. In such cases, being at your work station during this time is an essential function of your job. Other positions simply require the production or completion of certain assignments to meet a deadline, but there can be flexibility as to when and where the work is produced. The requirements of your specific position will be worked out with the Chief Executive.

Planned absences should be approved by your Chief Executive as far in advance as possible. If you are unable to give advance notice but find you must be absent from work for any reason, please call the Chief Executive as soon as possible. Repeated violation of the attendance requirements of your position will be cause for written warnings, possible discipline and/or eventual termination.

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Attendance

Policy Ref
PN0201

Policy
Attendance

Description
Te Aka Ora has guidelines for all managers regarding staff attendance levels.

Purpose
To explain the general procedures relating to staff attendance.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
Te Aka Ora requires all employees to be on time and to complete their assigned duties with an expected level of quality.

If an employee's level of attendance interferes with those responsibilities, then Te Aka Ora Charitable Trust will take the appropriate disciplinary action, including but not limited to written warnings, suspension of duties and dismissal.

Te Aka Ora allows absences for the following situations:

- Sick leave;
- Jury duty;
- Death in family;
- Scheduled holiday leave;
- Unforeseen emergencies.

Te Aka Ora reserves the right to ask for the appropriate documentation if these circumstances arise.

If an employee knows they will be absent, they will immediately notify the appropriate person(s). An unreported absence of three or more consecutive working days will be considered a voluntary withdrawal and the employee will no longer be considered an employee of Te Aka Ora.

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Complaint and grievance procedures

Policy Ref
PN0202

Policy
Complaint and grievance procedures

Description
Te Aka Ora has guidelines for all managers regarding complaints and grievances.

Purpose
To explain the general procedures relating to complaints and grievances.

Scope
The following guidelines are to be adhered to on an organisational wide level.

Procedure
Te Aka Ora recognises that sometimes situations may arise in which an employee feels that s/he has not been treated fairly or in accordance with the organisations rules and procedures. For this reason Te Aka Ora provides its employees with procedures for resolving complaints / grievances.

Te Aka Ora recognises the value and the importance of full discussions in clearing up misunderstandings and preserving harmonious working relations. Employees are encouraged to discuss aggrieved issues with their Chief Executive. Every possible effort shall be made to settle any grievance or complaint from the employees at the lowest possible level and as expeditiously as possible. Any content about the grievance will be treated in strict confident.

Te Aka Ora is committed to providing all employees with a work environment that is free from discrimination or harassment. Conduct that constitutes discrimination or harassment is a violation of Trust policy and is not permitted at any time.

Any member of Te Aka Ora who is subjected to discrimination or harassment may raise an internal complaint to redress the situation.

Before bringing forward a complaint, the complainant is encouraged to discuss the complaint with the respondent to attempt to resolve it. If the complainant does not feel comfortable discussing the matter directly with the respondent, the complainant is encouraged to discuss the matter promptly with the Chief Executive.

If any discussions between the complainant and the respondent or between the complainant and any other Trust official do not lead to a resolution that is satisfactory to the complainant, or if such discussions do not take place, the complainant should contact the Chief Executive in writing not later than 21 days after the last behaviour date.

If the complainant decides to file a complaint, the Chief Executive may, with the permission of the complainant, contact the respondent and attempt to help bring about a resolution.

Step 1:
The complaint / grievance must be submitted in writing to the Chief Executive and must contain at a minimum:

- A description of the problem;
- A specific policy or procedure, which the employee believes has been violated or misapplied;
- The date of the circumstances leading to the complaint or grievance or the date when the employee first became aware of those circumstances;
- The remedy sought by the employee to resolve the complaint or grievance.

Step 2:

After receiving the written complaint or grievance, the Chief Executive will investigate the complaint or grievance.

The Chief Executive's response shall be final.

Step 3:
The complaint / grievance must be submitted in writing to the Board Chair if the complaint concerns the Chief Executive and must contain at a minimum:

- A description of the problem;
- A specific policy or procedure, which the employee believes has been violated or misapplied;
- The date of the circumstances leading to the complaint or grievance or the date when the employee first became aware of those circumstances;
- The remedy sought by the employee to resolve the complaint or grievance.

The Board's response shall be final.

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Conflicts of interest

Policy Ref

PN0203

Policy

Conflicts of interest

Description

Te Aka Ora has guidelines regarding conflicts of interest.

Purpose

To explain the general procedures relating to conduct that may be considered to be in conflict to Te Aka Ora interests.

Scope

The following guidelines are to be adhered to on a Trust wide level.

Procedure

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Te Aka Ora wishes the organisation to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of Te Aka Ora business dealings.

Potential conflicts of interest are those that have a likelihood to occur, or may appear to have an actual conflict of interest, or have the likelihood of a conflict of interest.

No “presumption of guilt” is created by the mere existence of a relationship with outside firms or familial internal. However if an employee has any influence on transactions involving purchases, contracts or leases, it is imperative that s/he disclose to management as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which Te Aka Ora does business but also when an employee or relative receives any bribe, substantial gift or special consideration as a result of any transaction or business dealings involving Te Aka Ora. Personal gain may also result from an employee taking advantage of confidential information or other information by reason of his/her official position.

Conflict of Interest may also arise if any employee is in a position to influence a decision about another employee or potential employee to whom they are related. Conflict may arise if there is personal gain from influencing any decision that leads to this outcome.

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Employee conduct and work rules

Policy Ref
PN0204

Policy
Employee conduct and work rules

Description
Te Aka Ora has guidelines for all staff regarding appropriate conduct.

Purpose
To explain the general guidelines relating to expected conduct.

Scope
The following guidelines apply to all staff.

Procedure
To assure the best possible services to its clients, funders, the public and to provide a positive work environment. Te Aka Ora expects employees to follow rules of conduct that will protect the interest and the safety of its clients, funders, the public, fellow employees and the employer.

Te Aka Ora Charitable Trust expects its employees to always treat its clients, funders, the public and fellow employees with utmost respect and courtesy. Personal contact with the above shall be congenial, professional and conducted with a "customer service" attitude.

Fighting or inflicting bodily injury on any person is considered a very serious offence and no reason whatsoever will be entertained by Te Aka Ora as a rationale.

Any attempt to cause physical violence or intimidation of violence on any employee is also considered a very serious offence.

Challenging or provoking another employee to fight or attempting to make any settlement outside Te Aka Ora is also considered to be inappropriate behaviour.

Any employee found guilty of any of the above will render himself/herself liable to dismissal action.

Te Aka Ora does not tolerate unacceptable behaviour. The following list of behaviours are unacceptable; however this is merely a sample list. Any employee found engaging in any unacceptable behaviour will be subject to disciplinary action (whether or not the behaviour appears on the following list). Disciplinary action includes but is not limited to: reprimand, suspension, and dismissal.

- Neglecting work responsibilities during work hours;
- Consistent tardiness or unexcused absences;
- Failing to comply with the instructions of the Chief Executive
- Theft of Te Aka Ora property or inappropriate removal or possession of Te Aka Ora property;
- Falsification of timekeeping records;
- Working under the influence of alcohol or illegal drugs;
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace;
- Fighting or threatening violence in the workplace;

- Insubordination or other disrespectful conduct;
- Possession of dangerous or unauthorised materials, such as explosives or firearms, in the work place;
- Sexual or other unlawful harassment;
- Unauthorised absence from work during the work day;
- Unauthorised use of telephones, computers or other Te Aka Ora owned equipment;
- Violation of personnel policies.
- Unsatisfactory performance or conduct
- Abuse verbally, emotionally or physically
- Violation of safety or health rules;
- Violating Trust smoking policy;
- Workplace violence (including threats and verbal abuse);
- Sexual Harassment;
- Engaging in horseplay or other disorderly conduct;
- Violation of any Te Aka Ora policies.

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Filling Vacant Positions

Policy Ref
PN0205

Policy
Filling Vacant Positions

Description
Te Aka Ora has guidelines for all Chief Executives regarding the process to fill a vacant position.

Purpose
To explain the general procedures relating to the process for filling a vacant position.

Scope
The following guidelines are to be adhered to on an organisational wide level.

Procedure
When a position becomes vacant and prior to posting or advertisement of the position, the Chief Executive shall review the position, its job description and the need for such a position. If it is deemed to be a necessary position, it shall be posted in-house for seven working days giving existing employees an opportunity to apply for the position.

- If no interest is shown from existing employees following the seven day in-house application period, the Chief Executive or his/her designee shall promote the position in relevant media throughout the region and/or country.

- Applicants for positions in which the applicant is expected to operate a motor vehicle must be at least 18 years old and shall be required to present a valid driver's licence.

- Driving records of applicants shall be checked and applicants with poor driving records, as determined by management may be disqualified for employment with Te Aka Ora in positions requiring driving.
- To ensure that individuals are well qualified and have a strong potential to be productive and successful, it is the policy of Te Aka Ora to check the employment references of those applicants who are to be interviewed or considered for a position.

- Te Aka Ora shall respond to all reference check enquiries from other employers. These enquiries may confirm dates of employment, salary range and position held, responsibilities and accountabilities.

Child Core-worker positions:

- New applicants, volunteers, students, contractors and programme co-ordinators are required to complete the Police Vetting and CYRUS vetting forms. No core-workers can be employed until the process for this has been complete.

Non-Core-Worker positions:

- New applicants, volunteers, students, contractors and programme co-ordinators are required to complete the Police Vetting and CYRUS vetting forms. Non-core-workers can be employed prior to the Vetting forms being returned, should the reference checks and interview process be deemed successful.

All Non-Core-Workers will be offered a conditional employment agreement. Should there be any discrepancies with the information returned upon the completion of the vetting process, Te Aka Ora reserves the right to terminate the employment agreement immediately.

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Vetting and Risk Management – Employment and Governance

Policy Ref
PN0283

Policy
Vetting and Risk Management – Employment and Governance

Description
Te Aka Ora has guidelines for all employees and Trustees regarding Vetting and Risk Management.

Purpose
The purpose of this policy is to ensure that staff & Trustees, and prospective staff & Trustees are treated fairly and that Te Aka Ora is maintaining its commitment to the principles of equal opportunity and being a good employer in relation to Vetting and Risk Management.

Scope
The following guidelines are to be adhered to by all trustees, managers, supervisors and employees.

Procedure
The Te Aka Ora recruitment and selection process aim to ensure, that the best candidate is fairly appointed on the basis of merit. There is also procedures to follow to ensure all risks in relation to Child protection policy have been taken into account.

All staff and Board members will be Police Vetted on a Bi-annual basis.
All Police vetting checks will be processed through the NZ Police.
All police vetting checks will be accompanied by a Risk Assessment which include but not limited to the following criteria:

- Checklist of Employment process matrix.
- Vetting Results identified.
- factors associated with the offending; for example, the length of time since the convictions, the age and circumstances at the time, aggravating factors, rehabilitative behaviour, work history, character references, support structures, position responsibilities, and attitude towards offending
- how the welfare and best interests of children/young people are paramount in relation to the appointment
- suitability of the person for the appointment

Where there is a result shown on the Police Vetting check, Te Aka Ora will conclude the process by assessment of the either of the following procedures:

- Present findings to the Board of Trustees for discussion.
- Develop a safety and risk mitigation plan with the Board of Trustees, Employee (Individual) and Management. With the plan for review over a 3-12month period.
- Cease offer of employment.

Risk Mitigation plan should be developed with the individual, tabled and signed for by the individual and the organisation. All Risk Mitigation plans need to be discussed and presented with by the Board Of Trustees soon after Vetting report has been returned.

The Risk mitigation plan will need to include the following:

- Name of individual
- Date of Plan creation
- Time frame for completion
- List of Convictions/Offences Reported
- Understanding of reprimand action or conviction outcome.
- Steps to mitigate risk to Children or Clients
- Steps to ensure behaviour will not be repeated.
- Understanding of risk to employment or organisation status.

Guidance on possible outcomes to be considered in line with, but not limited to the following Policies:

- Code of Ethics
- Registration Board standards
- Child Protection
- Employment Relations Act
- Misconduct – Serious Misconduct Policies

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Employee relations

Policy Ref
PN0206

Policy
Employee relations

Description
Te Aka Ora has guidelines for staff regarding conditions and relations within the work place.

Purpose
To explain the general procedures relating to employee relations.

Scope
The following guidelines apply to all staff.

Procedure
Te Aka Ora believes that the work conditions, wages and benefits it offers to its employees are in line with current market values and awards.

If employees have concerns about work conditions or compensation, they are strongly encouraged to voice their concerns openly and directly with the Chief Executive.

Past experience has shown that when employees deal openly and directly with their manager, the work environment can be excellent, communications can be clear and attitudes can be positive.

We believe that Te Aka Ora demonstrates its commitment to employees by responding effectively to employee concerns.

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Employment categories

Policy Ref
PN0207

Policy
Employment categories

Description
Te Aka Ora has definitions of all employment categories.

Purpose
To explain the various employment categories.

Scope
The following guidelines are to be adhered to on an organisational wide level.

Procedure
It is the intent of Te Aka Ora to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any special period of time.

Full-Time
Employee's are those who are not in a temporary or introductory status and who are regularly scheduled to work full time. Generally they are eligible for Te Aka Ora benefit package, subject to the terms, conditions, and limitations of each benefit program.

Regular Part-Time
Employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than the full time work schedule but at least twenty (20) hours per week. While Regular Part Time employees receive all legally mandated benefits (such as workers compensation insurance and social security benefits they may also be eligible for other benefits subject to the terms, conditions, and limitations of each benefit program.

Part-Time
Employees are those who are not assigned to a temporary or introductory status and who are scheduled to work less than forty (40) hours per week. While they do receive all legally mandated benefits (such as workers compensation insurance and social security benefits) they are ineligible for all other benefit programs

Temporary
Employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. While temporary employees receive all legally mandated benefits (such as workers compensation insurance and social security benefits) they are ineligible for all other benefit programs.

Volunteers
A volunteer is any person who is enrolled at Te Aka Ora, and who without compensation to expectation of compensation performs a task at the direction of the Manager or delegated staff on behalf of Te Aka Ora.

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Performance Bonus

Policy Ref
PN0208

Policy
Performance bonus

Description
Te Aka Ora has guidelines for all managers regarding performance bonuses given to staff.

Purpose
To explain the general guidelines used when distributing bonus payments based on performance.

Scope
The following guidelines are to be adhered to on a management level.

Procedure
Te Aka Ora may pay a Variable Discretional Performance Bonus to eligible employees every year.
The quantum of the bonus payment shall be based on the results of the immediate preceding financial year, prevailing market situation and on the individual performance of the employee based on the performance appraisal exercise.

Employees who have completed no less than one year's continuous service as at 31st December of each year shall be eligible for the full quantum Variable Performance Bonus.

Employees who have less than one year's continuous service but have already been confirmed as at 31st December of the year shall be eligible for a pro-rated Variable Performance Bonus.

An employee who has been dismissed for misconduct shall not be entitled to any bonus payment.

Employees who are eligible but leave the service of Te Aka Ora prior to the date of payment shall not be entitled to the payment.

Te Aka Ora reserves the right to pay the Variable Performance Bonus at its discretion.

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Performance Standards

Policy Ref
PN0209

Policy
Performance standards

Description
Te Aka Ora has guidelines for all staff regarding the expected performance standards of employees. Where staff are registered teachers or Registered Social Workers, competencies outlined in the Governing Registration Bodies are determined at the professional standards.

Purpose
To explain the general procedures relating to standards of performance.

Scope
The following guidelines apply to all staff.

Procedure
Performance standards are set for all employees. These standards shall be reviewed from time to time to ensure that they adequately and efficiently reflect the duties and responsibilities for that position. Any changes in position description may result in changes in pay and/or other employee benefits.

The Performance Standard for each employee's position will be:

- Given to each employee when hired;
- Reviewed by the employee;
- Placed in the employee's personnel file with certification executed by the employer certifying that the employee has reviewed it together with the appropriate manager and received a copy of the Performance Standard;
- Specific to their Employment Contract and Job Description, and professional association competencies.

In the absence of any request for clarification, each employee is considered to understand the responsibilities assigned to the position which he or she occupies.

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Appraisal Process

Policy Ref
PN0210

Policy
Appraisal Process

Description
Te Aka Ora has robust Performance Appraisal and Management systems in place for Te Aka Ora Management andstaff.

Purpose
The purpose of this policy is to explain the general procedures relating to Appraisal Process.

Scope
Te Aka Ora Board is responsible for overseeing the Performance Appraisal and Management of the Chief Executive.

The Chief Executive is responsible for Performance Appraisal and Management of all of Te Aka Ora management andstaff.

Procedure
Chief Executive
The Board Performance Improvement Committee will contract in specialist services to conduct the actualPerformance Appraisal.

The Board Performance Improvement Committee will have clear guidelines for the contractor to follow and willinclude:-

- A brief for the contractor
- The brief will cover the specific competencies the contractor will focus on
- The type of evidence to substantiate the level of competency required to be effective as the Chief Executiveof Te Aka Ora
- The process that the contractor will follow to conduct the appraisal
- A list of the documents the contractor will critique
- A list of stake holders to contact if required

The Board Performance Management Committee will also develop and supply the contractor with templates onwhich to record the information from the appraisal.

If the appraisal shows that performance management of the Chief Executive is required it is the Board PerformanceManagement Committee responsibility to communicate this to full Board and to decide on the most appropriate procedure to carry out the Performance Management process.

Te Aka Ora Management and Staff

It is the responsibility of the Chief Executive to conduct Performance Appraisals of Te Aka Ora management andstaff.

The Chief Executive will work from the competencies outlined in the Position Description for each of the Management and staff members that agreed to and signed at the commencement of their employment with Te AkaOra.

The Chief Executive will develop a process to carry out the Performance Appraisals and the Board is responsible forensuring the process will meet the needs of Te Aka Ora and is consistent with any relevant legislation.

The Chief Executive will ensure that the Board is informed of the outcome if there is any performance issues withany of the Te Aka Ora Management and staff.

It is the Chief Executive's responsibility to conduct any Performance Improvement process with Te Aka Oramanagement and staff and record the process and outcome.

The Board are responsible for the appraisal of the Chief Executive. The Board will conduct an internal or external appraisal process with the Chief Executive on a yearly basis. The process will be finalised subject to a Board Meeting outcome.

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Physical Examination

Policy Ref
PN0211

Policy
Physical examination

Description
Te Aka Ora has guidelines for all managers regarding physical examinations

Purpose
To explain the general procedures relating to physical examinations.

Scope
The following guidelines apply to any staff whose job will require a particular level of health and client safety.

Procedure
Te Aka Ora conducts physical examinations to ensure that employees have the physical abilities to perform their job duties. Examinations are only conducted when it is a requirement of the job.
Physical examinations will be conducted, if an employee:

- Holds a position that requires a significant amount of physical activity. Where a position is dependent on the physical condition of an employee, such employees will be tested, every 12 months;
- Has a change or reallocation of employment duties resulting in a need for a physical examination;
- Is recovering from recent injury, in which case, documentation may be required;
- Holds a position that requires alertness.

Employees will be given one months' notice before the examination and will have the opportunity to ask questions. Employees must also sign a consent form prior to examination and will only be required to perform examinations that are directly related to their job function.

Employees will have the right to obtain a copy of the physical evaluation where it is related to the ability to perform job duties. A second opinion may be requested. The final judgement will be made at the discretion of the Te Aka Ora Charitable Trust, Chief Executive and/or Board of Trustees.

Employees and prospective employees may stop the exam at any time, but need to be aware that this may jeopardise their employment or application status.

Te Aka Ora covers the financial cost of all physical examination it requires. The employee and prospective employee will pay the cost of any additional exams or tests s/he requests.

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Stress at work

Policy Ref
PN0212

Policy
Stress at work

Description
Te Aka Ora has guidelines for all managers to ensure that employees are not subjected to high levels of stress or situations that may lead to stress.

Purpose
To explain the general procedures relating to the health and safety of employees with regards to levels of stress and anxiety.

Scope
The following guidelines are to be adhered to by all staff at management level.

Procedure
A primary aim of Te Aka Ora is to ensure that its employees are kept safe and healthy at work and are not subjected to excessive workloads, onerous working practices or a detrimental working environment which might, if unchecked, cause the employee stress.

The secondary aim is to identify and assist those employees who are suffering from stress, for whatever reason, and finding it difficult to cope by offering a confidential helpline and reasonably practicable alternatives and support mechanisms.

Employees may seek help themselves from a doctor, a counsellor or colleague or complain to their Chief Executive (particularly if it is their belief that their work or the working environment is the problem). Any such complaints must be heard sympathetically, fully investigated and appropriate steps taken to assist.

Te Aka Ora will carry out a stress audit of all aspects of its business to ensure that, so far as is reasonably practicable, it does not expose any employees to health-endangering working practices or an otherwise stressful environment. The audit will be periodically reviewed and revisited if appropriate.

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Termination

Policy Ref
PN0213

Policy
Termination

Description
Te Aka Ora has guidelines for all Chief Executive regarding the termination of employees.

Purpose
To explain the general procedures relating to employee termination.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure

Termination is an undesirable outcome for both the employee and Te Aka Ora, but may be necessary if the employee is unable or unwilling to meet Te Aka Ora performance standards.

It is our goal to make this a satisfying work environment which encourages and rewards long-term employment. However, it should be understood that, unless there is a written employment contract between the parties, there is no obligation on the part of Te Aka Ora or any employee to continue this relationship for any guaranteed or specified time. Te Aka Ora recognises and understands the desire for job security at every level of employment. No business has the power, however, to guarantee a lifetime job to anyone. Te Aka Ora believes the best way to achieve continued success and job security is through the joint efforts of management and all employees to continually offer superior products and service to our customers and clients.

You can be assured, however, that it is our policy to avoid layoffs or terminations insofar as possible.
Te Aka Ora will reserve the right to take such actions as are necessary for the survival and well-being of the organisation. If an employee decides to resign voluntarily, Te Aka Ora as much advance notice as possible is appreciated. A leave of absence may be explored as an alternative to termination, if you so desire.

General Termination
Te Aka Ora may terminate the Employment Agreement for cause, by providing notice in writing to the employee - refer to the Employment Agreement, staff under the Collective Agreement refer to section 28.

Termination for Serious Misconduct
Notwithstanding any other provision in the Employment Agreement, the employer may terminate the Employment Agreement summarily without notice for serious misconduct on the part of the employee - refer to the Employment Agreement, staff under the Collective Agreement refer to section 28.

When an employee's employment with Te Aka Ora is terminated for any reason, any employee benefits then due to them shall be paid in a cash settlement computed from the employee's last working day with Te Aka Ora.

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Te Aka Ora Charitable Trust

Personnel Records

Scope and purpose of personnel policies

Policy Ref
PN0214

Policy
Scope and purpose of personnel policies

Description
Te Aka Ora has guidelines for all managers regarding the scope and purpose of personnel policies.

Purpose
To explain the general procedures relating to personnel policies.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
This policy and procedure manual is a general informational guide to current employment policies and shall not be construed as a contract.

Te Aka Ora reserves the right to amend, delete, supplement or rescind any of the provisions of this manual as necessary with the consent of the Board.

These policies shall not be construed to create contractual rights or any type of promise or guarantee of specific treatment upon which any employee may rely. Te Aka Ora also reserves the right to deviate from these policies in individual situations, particularly in an emergency, in order to achieve its primary mission of providing orderly and cost efficient services.

This manual sets forth the minimum standards of performance and conduct for all employees of Te Aka Ora. Management shall have the responsibility of seeing that they are carried out uniformly and fairly.

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Access to personnel records

Policy Ref
PN0216

Policy
Access to personnel records

Description
Te Aka Ora has guidelines for all managers regarding staff access to personnel records.

Purpose
To explain the general procedures relating to staff access of records.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
A personnel file for each employee is to be kept in the Te Aka Ora filing system. An employee's personnel file shall contain the employees name, title and/or position held, job description, salary, changes in employment status, training received, performance evaluations, personnel actions affecting the employee, including discipline, and other pertinent employment information.

No other personnel file shall be kept without the knowledge and approval of the employee.

An employee has the right to review his/her file. An employee may request removal of irrelevant information in his/her personnel file. If Te Aka Ora denies the employee's request to remove the information, the employee may file a written rebuttal statement to be placed in his/her file. Management shall make final determination of the retention of such material.

Te Aka Ora will take reasonable steps to keep personnel files confidential to the extent permitted by law. Except for routine verifications of employment, no information from an employee's personnel file will be released to the public, including the press, without a written request for specific information.

This policy is to provide employees, upon proper request, the right to inspect their personnel records. This inspection will be in line with the following:

a. An employee who wants to inspect his/her personnel records must make a written request to the Chief Executive who will schedule an appointment for the employee to access the records, generally within seven days of the request.
b. An employee who is involved in a current grievance can designate, in writing, a representative to inspect the employee's personnel records which may have bearing on the resolution of the grievance.
c. Valid identification must be presented by the employee and/or the employee's representative before being allowed access to the records.
d. The records must be viewed in the presence of the Chief Executive and may not be removed from the premises.
e. Employees may have single photocopies of any documents inspected. Te Aka Ora may charge a reasonable fee for copies if a large number of copies are requested.

f. To correct or remove information from the record there must be a mutual agreement to do so between the employee and the Chief Executive.

Upon termination, an employee shall retain the right to obtain copies of his/her personnel file for a period of two years following termination. Requests will be made in writing to the Chief Executive.

Current or former employees or their representatives, upon making a request to the Chief Executive, may review certain specified personnel records at least twice in a calendar year at reasonable intervals.

Personnel records that are accessible for review by current or former employees are any documents which have been used or which are intended for use in determining the employee's qualifications for employment, promotion, transfer, additional compensation, discharge or other disciplinary action.

Certain documents are not subject to employee access. They are:

- Medical records;
- Letters of reference;
- Information about another person;
- Records involving a judicial proceeding;
- Investigatory or security records;
- Materials used for management planning.

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Employee performance evaluations

Policy Ref
PN0217

Policy
Employee performance evaluations

Description
Te Aka Ora has guidelines for all managers regarding performance evaluations.

Purpose
To explain the general procedures relating to performance evaluations.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
Trust employees are strongly encouraged to discuss job performance and goals with the Chief Executive on an informal, day-to-day basis.

Formal performance evaluations are conducted at the end of each year and in some instances twice yearly.
This is done to provide the employee the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognise strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are based on Job Descriptions and monthly/trimonthly and annual tasks to be completed by the employee and the specified standards expected.

Each employee will be made aware of the performance evaluations system and how that will affect them specifically.

Employees are expected to accumulate evidence over the year to submit for the formal annual performance evaluation.

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Personnel data changes

Policy Ref
PN0218

Policy
Personnel data changes

Description
Te Aka Ora Charitable Trust has guidelines for all managers regarding changes to personnel data.

Purpose
To explain the general procedures relating to changes in personnel data.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
It is the responsibility of each employee to promptly notify the Human Resource department of any changes in personnel data. Personal mailing addresses, telephone numbers, email address, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments and other such status reports should be accurate at all times.

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Te Aka Ora Charitable Trust

Recruitment & Remuneration

Employee termination

Policy Ref
PN0219

Policy
Employee termination

Description
Te Aka Ora Charitable Trust has guidelines for all managers regarding the training and skill development of employees.

Purpose
To explain the general procedures relating to training and development.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
Terminations are an inevitable part of personnel activity within any organisation, and many of the reasons for termination are routine. Below are some examples of some of the most common circumstances under which employment is terminated:

Resignation
Employment termination initiated by an employee who chooses to leave the organisation voluntarily.

Discharge
Employment termination initiated by Te Aka Ora Charitable Trust

Medical
Employment termination initiated by the employee or by Te Aka Ora Charitable Trust when an employee is unable, for health reasons, to continue work.

Retirement
Voluntary retirement from active employment status initiated by the employee.

When an employee's employment with Te Aka Ora Charitable Trust is terminated for any reason, any employee benefits then due to them shall be paid in a cash settlement computed from the employee's last working day with Te Aka Ora Charitable Trust.

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Staff introduction period

Policy Ref
PN0220

Policy
Staff introduction period

Description
Te Aka Ora has guidelines covering staff induction.

Purpose
To explain the general procedures relating to the induction of new staff.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
The induction period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Te Aka Ora Charitable Trust uses this time period to evaluate employee capabilities, work habits and overall performance.

1. All new employees work on an introductory basis for the first three months after their date of employment. Any significant absence shall automatically extend an introductory period by the length of the absence.
2. If the employer determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employees performance, the introductory period may be extended for a period not exceeding an additional six months.
3. Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.
4. If upon the completion of the introductory period Te Aka Ora determines there are skill, knowledge or attitude deficiencies which will inhibit the employee from being an efficient and effective employee of Te Aka Ora they may terminate the position. The Te Aka Ora Chief Executive must document and record evidence that supports the action of termination.
5. If upon the introductory period the employee decides that Te Aka Ora culture, environment, systems and/or standards are not conducive to their professional development they have the right to resign. The employee must document and record evidence that supports their resignation.
6. Both Te Aka Ora and the employee have the right to review the decision. The review must be documented and support the final decision.
7. Te Aka Ora decision is final.

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Statements on salary

Policy Ref
PN0221

Policy
Statements on salary

Description
Te Aka Ora has guidelines regarding salary levels.

Purpose
To explain the general guidelines on salary levels.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
Salary levels for all jobs in Te Aka Ora shall be determined by the job worth established through the market place. In addition, regular salary surveys shall also be conducted so that the salary levels in Te Aka Ora may remain competitive when compared to the market place.

In determining salary levels, the qualification, experience and past work performance of the employees will also be taken into account.

- Employees will receive salary payments at the end of each month by crediting the payments to a bank account designated by the employee.
- Employees are expected not to discuss salary matters with other members of the staff or with outsiders. Disclosure of these matters may lead to termination of employment.

Te Aka Ora is authorised to carry out the following deductions:

- Damage to/loss of goods/money entrusted where such damage or loss are attributable to neglect.
- Aadjustments of overpayment.
- Employee superannuation payments contribution.

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Employment Process

Policy Ref
PN0222

Policy
Employment Process

Description
Te Aka Ora has guidelines for all employees regarding Employment Policy

Purpose
The purpose of this policy is to explain the general procedures relating to Employment Policy

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
1. **Decision made** by Board and Chief Executives to employ
   - Preparation of advertisements
   - Establish closing date and time for applications
   - Late applications will not be accepted unless prior notification of lateness has been given and accepted. Applications received after the closing date but post-marked prior to the closing date may be accepted
   - Place advert in relevant media

2. **Prepare appropriate application and job description forms**
   - Information received from applicants will be regarded as confidential to those involved in the appointment process
   - Receive application forms and enter into database – (Microsoft Access)
   - Send out letter confirming receipt of application

3. **Establish Interview Panel and Questions**
   - Interview panel to prepare shortlist of applicants and check referees
   - Verify date, venue and time of interview (Including whanau support)
   - Notify successful applicants of Interview

4. **Conduct Interviews**
   - Panel to advise Board of successful applicant
   - Advise successful applicant/s of position by telephone, followed by a letter
   - Notify unsuccessful applicants by letter after acceptance by successful applicant

1. Arrange start date for successful applicant/s
2. Arrange introductory meeting with successful applicants/s
3. Prepare ***letter of offer*** and chart of procedures for new worker

- Present Collective Employment Agreement – (Terms and Conditions)
- Present Reporting Procedures
- Present Car Agreement – (if applicable)
- Present Cellphone Agreement – (if applicable)
- Present Confidentiality Agreement

Successful worker/s to present:

- NZ IRD Number
- Bank Account Number
- Next of Kin Details
- Driver's License – Verified copy
- Qualifications/Certificates – Verified copy
- Police Vetting-Current
- References Most Recent 2 Employers
- History of Last 5 years of employment

INTERVIEW PANEL GUIDELINES

1. INFORMATION

Te Aka Ora may request information in respect of convictions against the law (apart from minor traffic offences). Convictions may not necessarily mean that an applicant is unsuitable for the position.

The requirements of the Privacy Act 2020 will be observed in respect of information sought, received and divulged.

Application forms will be simple, straightforward and summarise essential information. Applicants will be asked to provide Curriculum Vitae.

2. INTERVIEWS

The Interview panel will take every step to ensure its panel:

- Is appropriate in size and membership
- Includes gender balance
- Includes a kaiwhaikorero
- Includes a member with expert knowledge in the particular field of employment
- The Interview panel will elect a Convener of Interviews

3. PURPOSE OF INTERVIEW PANEL

Duties include:

- Interview of applicants

- Recommendation to Chief Executive on the two (2) most suitable applicants – 1st choice and 2nd choice
- Keep in mind legal compliance
- If there are no suitable applicants for the position the Interview Panel does not need to continue. The process can start from stage one (1) again

5. MEMBERSHIP OF INTERVIEW PANELS – (to include at least min)

- One (1) Board member
- Chief Executive

This document is controlled

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Employment of Relatives Policy

Policy Ref
PN0223

Policy
Employment of Relatives Policy

Description
Te Aka Ora has guidelines for all employees regarding Employment of Relatives Policy.

Purpose
The purpose of this policy is to ensure that staff and prospective staff are treated fairly and that Te Aka Ora is maintaining its commitment to the principles of equal opportunity and being a good employer.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
The Te Aka Ora recruitment and selection process aim to ensure, that the best candidate is fairly appointed on the basis of merit. This does not preclude the employment of relatives existing staff members provided that the individual selected is demonstrably the best candidate.

If a relative of a staff member is being considered, that staff member should not justify the need for the appointment; be involved in selecting the appointee; or directly supervise the appointee.

Where a relative of a staff member has applied for a Te Aka Ora appointment that is in the same Department (or equivalent), and where there is potential for a reporting relationship or close association, the staff member should notify his/her Manager at the earliest opportunity. Alternative selection and/or reporting processes will be put in place in consultation with the General Manager. Similar alternative arrangements should apply to processes such as confirmation, advancement, or review.

This policy applies to all Te Aka Ora appointments including casual staff.

If in doubt over whether a conflict of interest exists, a staff member should seek further guidance from the Chief Executive.

DEFINITIONS:

For the purpose of this policy, a relative includes spouse, partner, parent, sister, brother, child or any other person closely connected by blood, marriage or close affinity.

RELEVANT LEGISLATION:

Staff Sector Act 1988 and Amendments
Employment Relations Act 2000

Human Rights Act 1983

LEGAL COMPLIANCE:

Appointments on Merit: - The State Sector Act 1988 and Amendments, S77 (g) requires that Te Aka Ora in making appointments under the Act shall give preference to the person who is best suited to the position.

Discrimination Prohibited:- All appointments shall be free of discrimination on the prohibited grounds specified and referred to in the Human Rights Act 1983 and the Employment Relations Act 2000.

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Te Aka Ora Charitable Trust

Staff development

Training and development

Policy Ref
PN0224

Policy
Training and development

Description
Te Aka Ora has guidelines for all managers regarding the training and skill development of employees.

Purpose
To explain the general procedures relating to training and development. Te Aka Ora will provide staff with initial and on-going training to support their work and is in keeping with the CYP&F Act 1989.

Scope
The following guidelines are to be adhered to on a Trust wide level.

Procedure
Te Aka Ora Management are expected to identify through any performance appraisal process knowledge or skill deficiency of an employee which may be preventing the effective performance of duties by the employee.

Training will be put in place to build competency in the deficient area.

- Employees may also be nominated for training for career progression.
- All training nominations must be directly related to the job function of the employee and to the needs of Te Aka Ora, such as:

    - The need to develop competence;
    - To increase an employee's job efficiency;
    - To groom potentially capable employees for more responsible positions as part of their career development;
    - To accommodate changes requiring skills developed as a result of Trust re-organisation.

- Te Aka Ora Management shall record the training needs of the employees in their respective performance appraisal forms.
- Te Aka Ora Management shall conduct a detailed training need analysis and identify suitable training courses that will meet the training requirements of the employees.

When approval has been obtained for an employee's training development, Te Aka Ora Management shall then proceed with the engagement of the employee for relevant training and development.

It is the policy fo Te Aka Ora that:
- All staff undertake an induction/orientation programme
- Job Descriptions (JD) define roles, duties and responsibilities
- staff working with children and families will be required to hold a current first aid certificate

- All staff are required to hold full drivers licences
- All staff have an opportunity to review their training needs on an annual basis through the Performance Appraisal process
- Training will be provided, within reason, on the basis of the annual training and development plan
- Staff will complete training evaluation forms post training
- Staff will share the training with other staff members wherever possible

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Clinical Supervision

Policy Ref
PN0225

Policy
Clinical Supervision

Description
Te Aka Ora has guidelines for all employees regarding Clinical Supervision

Purpose
Te Aka Ora aims to provide a service to staff and clients that is safe, professional, effective and that the interests of the Child, Young Person and Teen Parent is paramount and central to all that we do. It is the policy of Te Aka Ora to guide the professional supervision of staff to ensure a professional and qualified level of supervision. This will ensure a quality service delivery for the benefit of Children, Young People, Teen Parents and families/whanau within the community.

Scope
The following guidelines are to be adhered to by all managers, supervisors and employees.

Procedure
Clinical Supervisor's Report Guidelines

Purpose of Report

1. Supervisor's reports required by Te Aka Ora Charitable Trust report for each Supervisee at least three times per annum
2. Supervisor's reports required by Te Aka Ora Charitable Trust for Clinical Supervision – additional report at any time an issue may arise regarding the Supervisee's practice and/or wellbeing

About this Report

This Supervisor's report must provide an assessment of the practitioner's actual practice, with regard to the on-going maintenance of their competence and well-being.

The Supervisors

1. Supervisor's Minimal Qualification:
    - Certificate in Supervision
2. Supervisor's Membership/Registration and Supervision:
    - of a professional body/organisation
    - accessing own regular clinical supervision
3. Supervisee's Regular Supervision
    - as per the requirements of the employing organisation
    - as per the requirements of supervisee's membership/registration
4. The Supervisor will have knowledge and understanding of the following:
    - Care and Protection of children and young people
    - Treaty of Waitangi
    - Human Development
5. Ideally the Supervisor will have appropriate professional qualifications, knowledge/experience to the role of the Supervisee i.e. social worker, counsellor, early childhood teacher, etc.

The Supervisee

The Supervisee must –

- Ensure an External Clinical Supervision contract if external supervision is accessed
- Engage in the Supervision process
- Participate in the Report process

Guidance in preparing this report

- Assessment/examples of competence
- Recommendations on whether there needs to be additional support/conditions to ensure safe and best practice

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Te Aka Ora Charitable Trust

Te Whare Whai Hua Specific Policies

Aggressive Play

Policy Ref
PN0235
Policy
Aggressive Play

Te Whāriki

Belonging - Goal 4: Tamariki and their whānau experience an environment where they know the limits and boundaries of acceptable behaviour.
Well-being – Goal 3: Tamariki experience an environment where they are kept safe from harm.

Rationale

At Te Whare Whai Hua we recognise that it is crucial to enable Tamariki to express all of their feelings. Limits must be placed on aggressive play (either physical or verbal) to ensure a safe environment for all Tamariki attending.

Procedures

- Kaiako will create an atmosphere in which all feelings and ideas can be safely expressed.
- Tamariki and parents are encouraged to leave aggressive toys, such as guns and swords, at home.
- If Tamariki choose imaginary weapon play, kaiako will ensure the play is supported and safe.
- Kaiako are required to intervene, explain, and re-direct if play becomes (either physically or verbally) aggressive.
- Parents will be informed and behaviour guidance techniques discussed if their Tamaiti is frequently displaying aggressive behaviour.
- Kaiako will ensure that all Tamariki are kept safe from harm.

Link to:

- Behaviour Guidance Policy

This document is controlled

Version:	1.0.2.0	Created Date:	July 2018
Created By:	TWWH	Modified Date:	10/4/2021
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Modified By:	Te Aka Ora Board	Status:	In Progress
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Positive Guidance

Policy Ref
PN0236
Policy
Positive Guidance

Te Whāriki

Belonging - Goal 4: Tamariki experience an environment where they know the limits and boundaries of acceptable behaviour.

Rationale

At Te Whare Whai Hua adults are required to model pro-social skills at all times. Respect, manaaki, acceptance and self-confidence are our daily goals for empowering each Tamaiti. Our Philosophy states that each Tamaiti has unique individual potential which requires nurturing through effective and gentle guidance.

Procedures

Strategies for guiding behaviour:

- Promotion of peaceful problem solving strategies which empower Tamariki.
- Re-direction of behaviour, i.e. guide the Tamaiti towards more appropriate activity.
- Always offer the Tamaiti an explanation of why certain behaviour is unacceptable and inform the Tamaiti of the desired behaviour.
- Allow the Tamaiti time to correct his, or her, behaviour, i.e. by approaching the situation and asking "what's happening here?", then offering choices to the Tamaiti on how to try things differently.
- Depending on the situation, and the age of the Tamaiti, kaiako may remove the toy, activity or object that is central to the inappropriate behaviour after a warning has been given.
- Extremely inappropriate behaviour may result in one-on-one time i.e. if behaviour is distracting or upsetting other Tamariki, a kaiako will go with the Tamaiti and together they will have some time away from the other Tamariki to regulate their behaviour.
- Kaiako will always talk calmly in terms of behaviour, i.e. appropriate behaviour or unacceptable behaviour.' In this way, the behaviour, and not the Tamaiti, is rejected.
- Kaiako will work together with parents to individualise behaviour guidance plans where appropriate.
- Parents and kaiako are encouraged to avoid unnecessary and baseless rules, or limits, which may cause friction in adult-Tamaiti partnerships.
- Parents are always informed of any occurrence of any extremely inappropriate behaviour and the methods used to modify this behaviour.
- Kaiako recognise the need for consistency in dealing with all inappropriate behaviour.
- Te Whare Whai Hua is a "no hitting and no shouting" zone. This applies to Tamariki, kaiako, parents, whānau, and visitors to the centre.

- A calm and peaceful manner will be used by kaiako to ensure Tamariki dignity is upheld and respected.
- Developmental understandings, expectations, space and set up of the environment, will be taken into consideration when dealing with behaviour guidance issues.

Links to:

- Aggressive Play Policy
- Biting Policy
- Turn it Around – a practical behaviour guidance resource for early Childhood teachers
- Understanding Toddler Behaviour – looking beyond the behaviours and creating a culture of understanding

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Tag:	Aggressive Play Policy Biting Policy Turn it Around – a practical behaviour guidance resource for early Childhood teachers Understanding Toddler Behaviour – looking beyond the behaviours and creating a culture of understanding	Approved By:	

Kaitautoko

Policy Ref
PN0237

Policy
Kaitautoko

Te Whāriki

Exploration – Goal 4: Tamariki experience an environment where they develop working theories for making sense of the natural, social, physical and material worlds.

Rationale

At Te Whare Whai Hua we recognise the importance of caring for the environment. If Tamariki are immersed and involved from a very young age they will develop a respectful disposition towards the world, helping to make it a better place in which to live.

Procedures

- Tamariki will be involved as much as possible in the procedures and practices of caring for the environment.
- We will ensure our outdoor environment includes the 'wonder' that nature has to offer. For example, flowers, vegetables, and native flora and fauna.
- There will be dedicated recycling bins located around the centre to ensure kaiako and Tamariki can recycle where appropriate.
- Each centre will have a worm farm and/or a method to recycle food waste.
- We will support any parent who wishes to use cloth nappies at the centre.
- To reduce power usage we will employ strategies such as turning off lights when not in use, installing eco light bulbs and turning off computers at night.
- To reduce paper waste we will employ strategies such as reusing non-confidential office paper for art purposes, shred paper for pets and accept kind donations of paper/cardboard to reuse.
- When purchasing new resources we will look for those which support our environmental and sustainable practices.
- Information about our environmental practices will be shared with parents and whānau through noticeboards, e-mails, workshops and newsletters as well as through our daily conversations.

Links To:

- Nappy Changing Policy
- Sustainable Practices Resource

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Transition to Primary School

Policy Ref
PN0238

Policy
Transition to Primary School

Te Whāriki

Contribution - Goal 3: Tamariki experience an environment where they are encouraged to learn with and alongside others.

Rationale

At Te Whare Whai Hua we recognise that primary school learning environments are quite different to early Childhood settings. Our aim is to prepare Tamariki emotionally, socially, cognitively, and physically for school. We aim to empower Tamariki with a love of learning so that the transition from Te Whare Whai Hua to primary school is as smooth as possible.

Procedures

- Kaiako provide many different learning experiences which guide Tamariki in their eventual transition to school. Prior to attending primary school kaiako encourage self- help and independence, respect for kaiako, self, peers, and equipment.
- Activities and experiences that are developmentally appropriate, stimulating, and engaging are offered, honouring what Tamariki can presently do as well as valuing the diverse skills needed when going to school.
- We recommend parents bring a prepared healthy lunch box (see healthy food policy) for the fortnight prior to their Tamaiti attending primary school. Kaiako will guide Tamariki at meal times in preparation for school lunches.
- Tamariki will be encouraged to have discussions with kaiako about the differences between Te Whare Whai Hua and primary school. Books, pictures, and outings are also used to give Tamariki some insight into what to expect.
- Our kaiako make every effort to visit the local primary schools to assist with transition. New entrant kaiako are also encouraged to visit Te Whare Whai Hua. We encourage communication between centre and school.
- Tamariki take with them their individual profiles as a keepsake from their Early Childhood years. This is also available online even when they leave the centre via Story Park.
- Kaiako share with whānau information they know or have accessed about primary schools.
- Tamariki are encouraged to bring and share photos from school visits where possible.
- Transitional school visits will be recorded in the day book and on the enrolment form.

Links To:

- Going to Primary School – a resource to support each Tamaiti successful transition from early childhood to Primary School

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Tag:	Going to Primary School – a resource to support each Tamaiti successful transition from early childhood to Primary School	Approved By:	

Excursions Policy

Policy Ref

PN0239

Policy

Excursions Policy

Te Whāriki

Belonging -Goal 1: Tamariki and their whānau experience an environment where connecting links with whānau and the wider world are affirmed and extended.

Rationale

At Te Whare Whai Hua we recognise the importance of providing a variety of experiences. Planned or Regular excursions stimulate Tamariki understanding and awareness of our community. It is essential that these excursions are planned for and carried out in a manner that promotes safety for any kaiako and Tamariki involved.

Procedures

- The whole centre will participate in some excursions, while small groups will go on other occasions.
- Written signed permission is to be gained by parents for spontaneous excursions at the time of enrolment.
- Parents may be asked to meet the cost of any special outings. Notice will be given of any cost involved and this money should be kept separate from fees for the sake of good financial housekeeping.
- Detailed documentation regarding each excursion, spontaneous or planned, including a risk assessment and kaiako contact phone numbers is kept in the outings book.
- Each centre has a specific Risk Assessment and Management Plan documented for regular excursions.
- Regular Excursions may include visits to local parks, supermarkets, libraries, fire stations, and neighbouring schools.
- Parents will be notified of any excursions planned for the Tamariki via the notice boards inside the front door, on the closed Facebook page or via Story Park.
- Before leaving on a planned excursion outside a comfortable walking distance, written signed parental permission is to be obtained specific for the purpose.
- Kaiako will prepare the Tamariki, and any accompanying adults, before leaving the centre by explaining the safety rules and what to do if they get lost.
- Kaiako will conduct regular roll calls and head counts while out on all excursions.
- Kaiako will not deviate from the planned outing route, unless this route becomes unsafe.
- A first aid kit, water, any essential medication, cell phone, and all other necessary supplies are taken on all excursions.
- Tamariki will wear weather appropriate clothing.
- The person responsible is required to hold a current First Aid Certificate and Early Childhood certification.
- Appropriate ratios will be maintained with consideration to Tamariki ages and abilities. Ratios will not exceed government regulation. As a guideline no more than 1:4 for Tamariki under 2 years and no more than 1:8 for Tamariki aged 2 years and over.
- There should be at least two adults on each excursion.

- Should Tamariki need to travel by private motor vehicle, they will only do so in a car seat secured by a seat belt that complies with the requirements under the Vehicle Equipment Rule and other Land Transport Rules made under the Land Transport Act 1998. The adult driving shall hold a current full driver's license and the car will have a current warrant of fitness and registration.
- When Tamariki are transported by any motor vehicle, at least two adults will be present when there are four or more Tamariki in the vehicle.
- Should an emergency arise a designated meeting place is decided upon prior to departure. Physical addresses of close by points to the excursion destination are also known to the persons responsible. (i.e. Library on Peel Street, Gisborne).
- If a Tamaiti is lost:
    - Stay calm, alert and focused.
    - Inform the persons responsible.
    - Find the nearest employee or security person: give them specific description of the Tamaiti.
    - Gather as a group and go to designated meeting place while one adult looks for the Tamaiti.
    - One person must phone your centre to let them know the situation and your group location (as the Tamaiti will be wearing a tag with centre contact details). That way if the Tamaiti is located by a member of the public the contact person at the centre can explain where your group is.
    - If a Tamaiti cannot be located within a reasonable period of time, considering the circumstances, the police will be contacted and the parents phoned. However, for the avoidance of doubt, if a Tamaiti is not located within 10 minutes of being separated from the group the police will be contacted immediately.
- Transporting Tamariki from centre to centre, or centre to primary school, is regarded as an excursion; please see the settling policy for further details.

Links to:

- Seat Belt Policy
- Settling Policy

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Tag:	Seat Belt Policy Settling Policy	Approved By:	

Key Kaiako Policy

Policy Ref

PN0240

Policy

Key Kaiako Policy

Te Whāriki

Well-being – Goal 2: Tamariki experience an environment where their emotional well-being is nurtured.

Rationale

In order for Tamariki to develop a sense of trust and security within the centre environment it is important that they have at least one person with whom they can create a secure base. We believe all learning happens within the context of relationships.

Procedures

- Each Tamaiti in the centre will be assigned one or more key kaiako. Careful consideration will go into assigning kaiako to a particular Tamaiti and whānau, taking appropriate shifts into consideration also.
- We respect and celebrate that the primary caregiver of a Tamaiti is and always will be the parents. The key kaiako act as a support to the parents and whānau as well as the Tamaiti. Kaiako and whānau work in partnership.
- The key kaiako approach works successfully when there is a whole team approach. This ensures the key kaiako relationship is not an exclusive one, and all information will be shared with other kaiako in the centre.
- As much as possible the key kaiako will be involved with the care routines and rituals for that Tamaiti.

Links To:

- Respect – a practitioner's guide to calm and nurturing infant care and education

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Tag:	Respect – a practitioner's guide to calm and nurturing infant care and education	Approved By:	

Mana Whenua, Mana Tiriti

Policy Ref

PN0241

Policy

Mana Whenua, Mana Tiriti

Te Whāriki

Mana Reo Communication - Goal 3: Tamariki experience an environment where they experience the stories and symbols of their own and other cultures.

Rationale

Te Whare Whai Hua ECE respects the unique position of Māori as tangata whenua in Aotearoa / New Zealand. Te Whare Whai Hua encourages an awareness and appreciation of the bi-cultural heritage of our country. We support Te Tiriti o Waitangi and the use of Te Reo Māori as a living language. We recognise the core values of Māori, such as kotahitanga, kaitiakitanga, mauritanga, wairuatanga, oranga, manaakitanga, whanaungatanga, mātauranga, rangatiratanga, akonga, tuakana/teina relationship, mahi tahi, and reflect these in our daily practice. A key to these core values is listed below:

- Kotahitanga –Oneness/Unity
- Kaitiakitanga –Guardianship
- Mauritanga – Life Essence
- Wairuatanga – Spiritual Connection
- Oranga - Health
- Manaakitanga –Hospitality/Care
- Whanaungatanga - Relationships and Connections
- Mātauranga –Knowledge
- Rangatiratanga -Leadership
- Akonga – Reciprocal Learning
- Tuakana/Teina Relationship – Reciprocal Learning
- Mahi Tahi – Collaboration and Participation

Procedures

- All team members will have knowledge of tikanga and Te Reo Māori to work effectively within the bi-cultural context of Aotearoa and Turanganui a Kiwa.
- All team members are encouraged to use Te Reo Māori appropriately in daily practice.
- All team members will demonstrate respect for tikanga.
- All team members will also demonstrate respect for tikanga Maori o Te Pihopatanga o Tairawhiti
- Kaiako will discuss and inform others of appropriate practice with regard to tikanga Māori to increase awareness of the partnership inherent with Te Tiriti o Waitangi.
- Visual aids and language prompts are displayed in and around the centre to encourage kaiako and other adults to extend their knowledge of Te Reo Māori.
- Kaiako greet Tamariki, parents, colleagues and phone enquiries in both Māori and English.
- Professional development funds and time are made available for kaiako to extend their tikanga and Te Reo knowledge.
- Kaiako and management endeavour to make, find, and provide Māori and natural teaching resources.

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Hauora Policy

Policy Ref

PN0242

Policy

Hauora Policy

Te Whāriki

Well-being – Goal 1: Tamariki experience an environment where their health is promoted.

Rationale

At Te Whare Whai Hua we promote all aspects of individual's health and well-being. Physical activity is vital for optimum growth and health.

Procedures

- Parents are requested to provide appropriate clothing for their Tamariki that will enable their Tamaiti to fully participate in physical activity in all weathers. *"There is no such thing as bad weather, only bad clothing."* Spare clothing provided daily is also essential.
- Kaiako provide Tamariki with opportunities, both morning and afternoon, for climbing, balancing, kicking, throwing, jumping, running, and other loco motor movements, both indoors and out.
- Routines and programming will promote and celebrate specific physical experiences.
- Kaiako and parents are encouraged to be good role models by promoting and participating in physical activity.
- Funds are available to support physical activity equipment and professional development.
- The environment will allow space and equipment which follows the interests of Tamariki and promotes free and challenging physical experiences both indoors and out.
- Tamariki are encouraged to move freely on their own as their capabilities and development allows.
- Natural motor development will be supported.
- Tamariki exposure to screens occur in short spells, as a guideline; no more than 10-20 minutes for 3 year olds, extending to no more than 40 minutes by the age of 8.

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Assessment, Evaluation and Planning Policy

Policy Ref

PN0250

Policy

Assessment, Evaluation and Planning Policy

Te Whāriki

Mana Reo -Communication - Goal 4: Tamariki experience an environment where they discover different ways to be creative and expressive.

Rationale

As kaiako, it is vital that we regularly assess and evaluate to celebrate and support each Tamaiti learning and development. We believe all tamariki should have the opportunities to learn across all five strands of our national early childhood curriculum Te Whariki and to pursue their strengths and interests in depth. Assessment makes valued learning visible for each tamaiti and the group as a whole, supporting curriculum planning and enhancing learning. Our programmes reflect the Curriculum, strands, goals and learning outcomes from Te Whāriki. This celebrates the uniqueness of each Tamaiti and for the group as a whole.

Procedures

- Programming is implemented co-operatively by the teachers involved with each developmental age group.
- Planning for infants and toddlers is primarily based on their own individual interests. Older groups of tamariki will be planned for individually as well as in a group.
- Te Whare Whai Hua planning ensures strengths of tamariki and interests are being supported individually as well as within a group. Each tamaiti has a profile record which is constantly revisited to document learning and development. Parents are encouraged to contribute to these through discussion and written contributions.
- Programming is based on observations of what tamariki can do, their interests and their development. Teachers aim to support and challenge tamaiti learning by providing a rich array of activities and learning experiences which reflect the child's interests.
- Planning has no time limit, reflects interests of tamariki and can be as short or as long as their interest is.
- Appropriate links will be made to Te Whāriki and other relevant development and learning theories.
- Teachers plan activities that support the learning and discoveries which have been identified through observations shared from home and at the Centre
- Each learning area records their programme, evaluates as a group, and then individually reflects on their own teaching skills.
- The programme is written and displayed prominently for parents and whānau to view.
- Parents can view their child's documented learning through Story Park the online communication system. This is a secure site and permission will be gained from parents on enrolment.
- Teachers are responsible for supporting and documenting the learning and development for a key group of tamāriki. They are responsible for collating and presenting developmental updates, anecdotal stories, artworks and photos within their profile records. These books are available to children, parents, whānau and caregivers and all information/ documentation belongs to the child.
- Teachers reflect on their practice and own learning using a *'TWWH Kaiako Evaluation'* framework, which can be added to their Teacher Registration Folders.
- Children are encouraged to revisit their own learning through having access to either their individual profiles books, IPads (through Story Park) and through displays at their level.

- Story Park is available for all tamāriki that are enrolled more than 20 hours per week.

Te Whāriki: Early Childhood Curriculum 2019 Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. C2, C4, C8, C9.

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Settling Policy

Policy Ref

PN0244

Policy

Settling Policy

Te Whāriki

Belonging - Goal 3: Tamariki and their whānau experience an environment where they feel comfortable with the routines, customs, and regular events.

Rationale

In the early years it is vital that Tamariki are supported by positive learning experiences in an environment where they feel safe and comfortable. Effective and consistent settling in procedures will ensure that this is possible.

Procedures:

- Parents and Tamariki are encouraged to visit often before the Tamaiti start date. We suggest visiting regularly for at least 3 consecutive visits prior to the official start date.
- At these visits, parents are encouraged to get to know the kaiako who will be working with their Tamaiti and share special information with their key kaiako.
- Each Tamaiti will be assigned key kaiako who will be responsible for their care routines, settling in, profile book, and developmental updates.
- Parents are welcome to stay during the first stages of transition until their Tamaiti is settled into an activity or are comfortable with a kaiako.
- Parents at Te Whare Whai Hua are encouraged to visit at any time during the day. Parents settling Tamariki into the centre are encouraged to observe and take part in our programme until such time as they feel secure enough to leave.
- Parents will be asked to complete an information sheet about their Tamaiti which will be discussed and shared during visits.
- Parents are welcome to bring any special toys or cuddlies that might help their Tamaiti to settle.
- Kaiako support Tamariki in the self-regulation process and encourage Tamariki to self- soothe themselves to sleep. However, kaiako are aware of the diversity of Tamariki needs and will collaborate with parents to ensure the Tamaiti falls asleep in a peaceful way.
- Parents should label bottles and clothing clearly, so as to avoid mix ups.
- Parents should allow time for themselves and their Tamariki to settle into the new environment. Each Tamaiti and parent settles at their own pace.
- **Settling from another centre or room**
- Information including the Tamaiti name, date of birth, parent names, and allergies, as well as individual and group routines are exchanged between the new and existing kaiako.
- For each Tamaiti, transitioning between Te Rito and Te Puawai is based on developmental readiness, availability of spaces, the best interests of the Tamaiti, and in consultation with parents, caregivers and whānau.
- In preparation for a transition, kaiako support Tamariki for success in the new environment.
- Should Tamariki need to travel by private motor vehicle, they will only do so in a car seat secured by a seat belt that complies with the requirements under the Vehicle Equipment Rule and other Land Transport Rules made under the Land Transport Act 1998. The adult driving shall hold a

current full driver's license and the car will have a current warrant of fitness and registration.

- When Tamariki are transported by private motor vehicle, at least two adults will be present when there are four or more Tamariki in the vehicle.
- Any particular toys or books Tamariki really enjoy will go with the Tamaiti, and are returned at a later date when the Tamaiti feels comfortable.
- Any security toy/blanket/cuddly can be brought from home. Depending on the age and ability of the Tamaiti, kaiako will encourage Tamariki to be responsible for putting these safely away when not needed, and make the comfort item available to reduce emotional stress.
- Enrolment forms for the Tamaiti are to be provided to the centre before or on the first visit.
- Written information to accompany the Tamaiti when they make their transition includes:

1) An individual information sheet which covers sleep time patterns, comforters, food likes and eating habits, allergies, interests, toileting, language etc. The key kaiako will fill this out with the parent or caregiver
2) The Individual profile book and photos.
3) Any relevant information from the Tamaiti confidential file, i.e. parents' emergency contact details.

LINKS TO:

- Key Kaiako Policy
- Parent Induction Policy
- Settling Tamariki and families into your early childhood setting -Resource

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Tag:	Key Kaiako Policy Parent Induction Policy Settling Tamariki and families into your early childhood setting - Resource	Approved By:	

Wharepaku Toilet Learning Policy

Policy Ref

PN0247

Policy

Wharepaku Toilet Learning Policy

Te Whāriki

Well-being - Goal 1: Tamariki experience an environment where their health is promoted. Also recognise cultural tikanga aspects, tapu and noa

Rationale

At Te Whare Whai Hua we recognise that toilet learning is an important part of Tamaiti development. In order to support the natural development of toileting we prefer to give Tamariki time to lead their own toilet learning and do not place pressure on Tamariki to be using the toilet. Tamariki emotional, physical and cognitive development will be respected during the toilet learning process and appropriate strategies will be employed to support this learning. We are not in a rush for any Tamaiti to learn how to toilet themselves. The ability of a tamaiti to toilet them self does not affect how they are viewed by kaiako or how the Tamaiti participates in daily routines.

Procedures

- Tamariki need to not only know when they have wet or soiled themselves, BUT what it feels like BEFORE they need to go to the toilet.
- We recognise that Tamaiti home and centre are different environments. Tamaiti interest in toileting at home may be recognised before the Tamaiti is interested in toileting at the centre; kaiako will respect the difference between environments and support how the Tamaiti would like to toilet at the centre.
- Kaiako will follow the Tamaiti interest and give Tamariki opportunities to use the toilet.
- Kaiako will communicate with parents if their Tamaiti has been interested in the toilet, or what has happened in regards to toileting throughout the day.
- Kaiako will communicate with parents about how toileting is going at home and offer guidance to parents regarding how toileting is going in the centre. For instance, if the Tamaiti still requires nappies to be available just in case.
- Kaiako will talk with Tamariki about the toilet learning process using language that promotes body awareness and how to take care of themselves. This includes offering Tamariki appropriate advice and hygiene support.
- Kaiako will not allow food in toilet areas or toilet related products in food areas
- Separate linen and cleaning equipment are colour coded to avoid contamination

Links To:

- Navigating the way through toilet learning -Resource

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Te Whare Whai Hua Policies

PART TWO:

HEALTH & SAFETY

Policy Ref

PN0259

Policy

Health and Safety Policy

Te Whāriki

Well-being - Goal 3: Children and adults experience an environment where they are kept safe from harm.

Rationale

All teachers at Te Whare Whai Hua strive to provide, for the welfare of the children, a safe and stimulating environment. All employees and other must also take steps to ensure their own safety at Te Whare Whai Hua.

Procedures

- All employees and other must at all times follow the Kawa of Te Whare Whai Hua ELC, regarding health and safety.
- All teachers will take every precaution to ensure children, other staff, students, parents and visitors to the building are safe from harm.
- All teachers at Te Whare Whai Hua must hold current first aid certificates.
- Records are kept in the form of accident, medicine, illness and maintenance books.
- Earthquake, fire and civil defense drills and strategies are in place.
- Te Whare Whai Hua employs a cleaner who ensures the Centre is clean and tidy for the beginning of each day we are open in accordance with the Centre cleaning schedule.
- Te Whare Whai Hua Kaiako will hold a current food safety certificate that is updated every two years and displayed in the kitchen area.
- Te Whare Whai Hua Whare will not be used over holidays and weekends without written approval from Chief Executive or Chair.
- Disposable gloves will be worn, when preparing kai for consumption and when changing soiled, sick children. Gloves will also be used when tamāriki and adults are bleeding.
- Kaiako or children will not prepare food if they are ill with vomiting or diarrhea and will be required to the leave the Centre until 48 hours after the last symptoms occurred. All illnesses must be recorded in the illness register.
- Hand washing and general hygiene routines are observed when adults and children at Te Whare Whai Hua are handling food.
- Water temperature for children to wash their hands will be between 38-40 degrees Celsius.
- All hand washing procedures will be displayed in children's bathrooms and in the kitchen.
- Hand washing facilities are located for children to access safely and independently. Soap and hand drying materials are made readily available.
- Sterile dish washing facilities ensure eating utensils are cleaned thoroughly.
- Kitchen and cooking facilities are designed to prevent children's unsupervised access.
- Teachers check the grounds at the beginning of each day. Any dangerous items are removed or isolated until they can be repaired or replaced.
- A maintenance book is kept recording every repair and maintenance job done on any land, buildings and equipment.
- Painting of the buildings will be undertaken when required.

- All teachers must follow correct procedures for lifting equipment and/or children to protect their backs.
- All teachers must monitor their health to ensure that they are fit to work with children in line with the Early Childhood Regulations, 2008.
- Poisons are kept in teacher only areas in locked storage.
- First aid kit is kept replenished every week, checked end of every month.
- Civil Defense Kits are checked every 6 months.
- A bleach solution made up of 1 /part bleach and 9 /parts water will be used on high risk surfaces. A new bleach solution will be made daily and discarded of after 24 hours.
- Staff and management will follow all procedures to keep compliance with the Health and Safety at Work Act 2015.
- A hazard checklist, for both the indoors and outdoors will be carried out once a week.
- Te Whare Whai Hua will have a designated space available for sick children
- Te Whare Whai Hua will ensure suitable and hygienic toilets for both adults and tamāriki
- Te Whare Whai Hua have a plumbing fixture (shub/shower) for washing sick or soiled tamāriki
- Safe and hygienic nappy changing facilities are available and nappy disposal equipment is available
- Used nappies are removed and placed in the designated bin twice daily

Te Whāriki: Early Childhood Curriculum 1996 Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. HS1, HS12, HS13, HS27. PF17, PF18, PF20, PF21, PF22, PF23, PF24, PF25, PF26, PF27, PF28

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Biting Policy

Policy Ref

PN0248

Policy

Biting Policy

Te Whāriki

Well-being – Goal 3: Tamariki experience an environment where they are kept safe from harm.

Communication – Goal 2: Tamariki experience an environment where they develop verbal communication skills for a range of purposes.

Rationale

At Te Whare Whai Hua the well-being of all Tamariki enrolled is paramount. We also recognise that biting can be a normal part of the development of young Tamariki. Consistency in behaviour guidance is essential for reducing the instances of this particular behaviour.

Procedures

- Parents will be informed if their Tamaiti has bitten or was bitten.
- Kaiako will NOT give out the name of any other Tamaiti involved.
- When a Tamaiti bites our behaviour guidance policy is followed. Kaiako attention is mainly focused on the Tamaiti who has been bitten, in caring for them and ensuring they feel better.
- Kaiako will help Tamariki who have been bitten to increase their skills of assertiveness.
- An explanation is given to the Tamaiti who has bitten that such behaviour is not acceptable. They are encouraged to use words and/or gentle hands to communicate their feelings.
- When a Tamaiti is constantly biting, a specific behaviour guidance plan will be written by the kaiako and discussed with the Tamaiti parents. Kaiako will try to recognise and prevent occurrences of biting, to reduce harm to others and help Tamariki learn more positive strategies for social engagement.
- All kaiako, both permanent and casual, will be made aware of behaviour guidance procedures for biting.
- Much has been written on the subject of biting in early Childhood. Written information will be made available to parents who are concerned.
- Parents will be reassured that biting is a normal behaviour in young Tamariki and everything is being done to reduce the instances of biting within the centre.
- Kaiako will give informal feedback to any concerned parent regarding the progress of specific behaviour guidance strategies in place. Specific time should be made for parents wishing to discuss issues with kaiako in more depth.
- Tamariki who bite will not be excluded from our daily routines or programes.
- If the specific behaviour guidance plan written by Te Whare Whai Hua kaiako fails to reduce the instances of biting, outside help will be sought from specialist education services.

Links To:

- Behaviour Guidance Policy
- Turn it Around – a practical behaviour guidance resource for early childhood teachers
- Understanding Toddler Behaviour – looking beyond the behaviours and creating a culture of understanding

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Car Seat Policy

Policy Ref

PN0249

Policy

Car Seat Policy

Te Whāriki

Well-being - Goal 3: Tamariki experience an environment where they are kept safe from harm.

Rationale

Keeping a car seat on the premises enables parents and caregivers to borrow it when needed. It also ensures kaiako have a safe method of transportation in case of an emergency.

Procedures

- If a parent or caregiver borrows the car seat it must be returned as soon as possible to ensure it is available at the centre for when and if it is required.
- If it is possible, parents will be contacted prior to any kaiako taking their Tamaiti out of the centre in the case of an emergency.
- If the car seat is used to transport a Tamaiti in the case of an emergency, proper care will be taken to ensure the car seat is correctly installed and the Tamaiti is safe.
- Tamariki will only be in a car seat secured by a seat belt that complies with the requirements under the Vehicle Equipment Rule and other Land Transport Rules made under the Land Transport Act,1998.

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Tamaiti Health Policy

Policy Ref

PN0251

Policy

Tamaiti Health Policy

Te Whāriki

Well-being - Goal 1: Tamariki experience an environment where their health is promoted.

Rationale

Parents and kaiako share the responsibility for creating a healthy centre environment, which will protect and nurture Tamariki. Exclusion of Tamariki with infectious diseases from early Childhood centres is necessary where there is potential for further spread of infection. Te Whare Whai Hua wishes to make its Tamariki and adults safe from infection by clearly stating under what circumstances a Tamaiti should be excluded. Exclusion is at the Centre Leader's discretion.

Procedures

- If parents have concerns that a Tamaiti may be unwell information should be shared with kaiako upon arrival at the centre. This means kaiako should be vigilant and alert to any changes in behaviour, or signs of illness, and can respond to Tamariki needs promptly.
- A Tamaiti suffering from any of the following symptoms will be required to leave the centre. If a parent is unavailable or unable to remove their Tamaiti soon enough, the emergency contact person listed on the Tamaiti enrolment form will be contacted.

Reasons to exclude a Tamaiti from Te Whare Whai Hua:

- The illness prevents the Tamaiti from participating comfortably in programme activities.
- The illness results in greater care needed than Te Whare Whai Hua can reasonably provide without compromising the health and safety of the other Tamariki.
- The Tamaiti has any of the following conditions: fever (38 degrees Celsius and over), persistent crying, difficulty breathing, persistent coughing, persistent runny nose, or other signs of possible illness.
- Tamaiti with diarrhoea should not attend Te Whare Whai Hua. Tamariki must be symptom free for 48 hours and must have had at least one normal bowel motion before returning to Te Whare Whai Hua.
- Tamaiti with vomiting should not attend Te Whare Whai Hua. Tamariki must be symptom free for 48 hours and must be able to keep food down for those 48hours.
- Rash with fever or behaviour change - until a doctor has determined that the illness is not a communicable disease.
- Tuberculosis - until the doctor or the Public Health Service advises that the Tamaiti is non-infectious.
- For some vaccine preventable diseases, there is a requirement to exclude unimmunisedTamarikiwhohavehadcontactwithacaseofthedisease.Thisapplies to Measles, Diphtheria and Whooping Cough, and would be arranged on the advice of the Medical Officer of Health.
- A list of further infectious diseases information and exclusion details is listed at the conclusion of this policy. This chart is taken directly from the Ministry of Health website (last revised March2016).

- Public Health Service exclusion guidelines will be followed for any conditions not listed above. They are contactable on (06) 869-0500.
- Individual health plans will be written in consultation with parents for Tamariki who suffer from Asthma, Epilepsy, specific allergies, or other medical conditions.
- A Tamaiti prescribed antibiotics for any illness should not return until at least 24 hours after treatment has started or at the Centre Leader's discretion.
- Te Whare Whai Hua reserves the right to request a medical certificate from a heath professional before allowing a Tamaiti to return following illness.
- If a whānau member (parent/sibling or otherwise) bringing a well Tamaiti to the centre is unwell and there is a risk of spreading illness within the centre, a plan can be put in place to support drop offs and pickups.

Links To:

- Medicines Policy
- Ministry of Health List of Infectious Diseases

Infectious Diseases Information and Exclusion List:

Infectious Diseases:

information & exclusion list

Condition	This disease is spread by	Early Symptoms	Time between exposure and sickness	Exclusion from school, early childhood centre, or work*
Rashes and skin infections				
Chickenpox	Coughing, sneezing and contact with weeping blisters.	Fever and spots with a blister on top of each spot.	10–21 days after being exposed.	1 week from appearance of rash, or until all blisters have dried.
Hand, foot and mouth disease	Coughing, sneezing, and poor hand washing.	Fever, flu-like symptoms – rash on soles and palms and in the mouth.	3–5 days	Exclude until blisters have dried. If blisters able to be covered, and child feeling well, they will not need to be excluded.
Head lice (Nits)	Direct contact with an infested person's hair.	Itchy scalp, especially behind ears. Occasionally scalp infections that require treatment may develop.	N/A	None, but ECC/school should be informed. Treatment recommended to kill eggs and lice.
Measles	Coughing and sneezing. Direct contact with an infected person. Highly infectious.	Runny nose and eyes, cough and fever, followed a few days later by a rash.	7–18 days	5 days after the appearance of rash. Non-immune contacts of a case may be excluded.
Ringworm	Contact with infected skin, bedding and clothing.	Flat, ring-shaped rash.	4–6 weeks	None, but skin contact should be avoided.
Rubella (German Measles)	Coughing and sneezing. Also direct contact with an infected person.	Fever, swollen neck glands and a rash on the face, scalp and body.	14–23 days	Until well and for 7 days from appearance of rash.
Scabies	Contact with infected skin, bedding and clothing.	Itchy rash.	4–6 weeks (but if had scabies before it may develop within 1–4 days)	Exclude until the day after appropriate treatment.
School sores (Impetigo)	Direct contact with infected sores.	Blisters on the body which burst and turn into scabby sores.	Variable	Until sores have dried up or 24 hours after antibiotic treatment has started.
Slapped cheek (Human parvovirus infection)	Coughing and sneezing. The virus may be passed from mother to child during pregnancy.	Red cheeks and lace-like rash on body.	4–20 days	Unnecessary unless unwell.
Diarrhoea & Vomiting illnesses				
Campylobacter Cryptosporidium Giardia Salmonella	Undercooked food, contaminated water. Direct spread from an infected person or animal.	Stomach pain, fever, nausea, diarrhoea and/or vomiting.	Campylobacter 1–10 days Cryptosporidium 1–12 days Giardia 3–25 days Salmonella 6–72 hours	Until well and for 48 hours after the last episode of diarrhoea or vomiting. **Cryptosporidium** – do not use public pool for 2 weeks after symptoms have stopped. **Salmonella** - Discuss exclusion of cases and contacts with public health service.
Hepatitis A	Contaminated food or water, direct spread from an infected person.	Nausea, stomach pains, general sickness. Jaundice a few days later.	15–50 days	7 days from the onset of jaundice.

** Seek further advice from a healthcare professional or public health service*

For further information contact:

Your Public Health Nurse

Your Public Health Service

Vaccine-preventable and/or on National Immunisation Schedule

Notifiable disease (Doctors notify the Public Health Service)

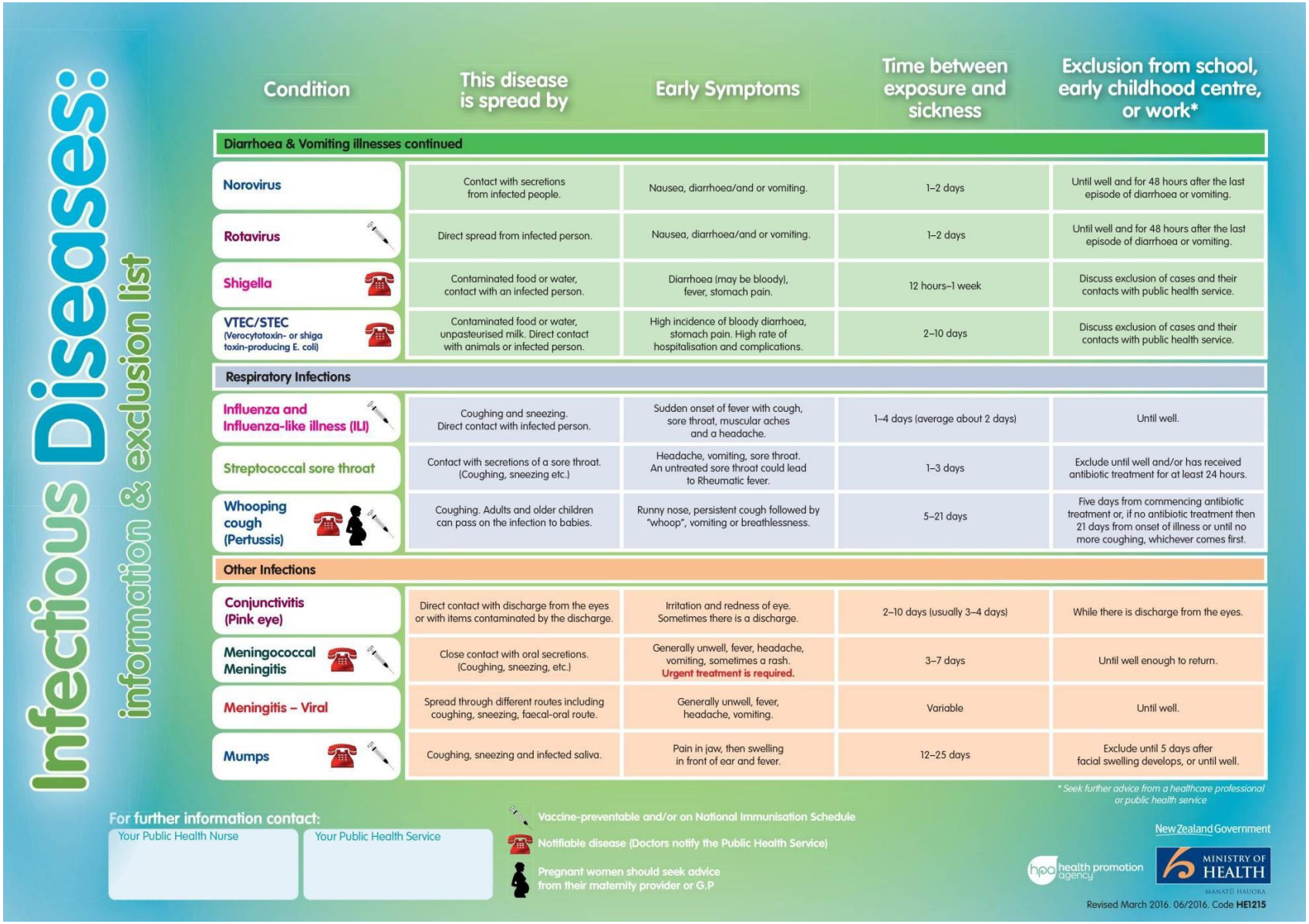
Pregnant women should seek advice from their maternity provider or G.P

New Zealand Government

hpa health promotion agency

MINISTRY OF HEALTH
MANATŪ HAUORA

Revised March 2016. 06/2016. Code **HE1215**



Infectious Diseases:

information & exclusion list

Condition	This disease is spread by	Early Symptoms	Time between exposure and sickness	Exclusion from school, early childhood centre, or work*
Diarrhoea & Vomiting illnesses continued				
Norovirus	Contact with secretions from infected people.	Nausea, diarrhoea/and or vomiting.	1–2 days	Until well and for 48 hours after the last episode of diarrhoea or vomiting.
Rotavirus	Direct spread from infected person.	Nausea, diarrhoea/and or vomiting.	1–2 days	Until well and for 48 hours after the last episode of diarrhoea or vomiting.
Shigella	Contaminated food or water, contact with an infected person.	Diarrhoea (may be bloody), fever, stomach pain.	12 hours–1 week	Discuss exclusion of cases and their contacts with public health service.
VTEC/STEC (Verocytotoxin- or shiga toxin-producing E. coli)	Contaminated food or water, unpasteurised milk. Direct contact with animals or infected person.	High incidence of bloody diarrhoea, stomach pain. High rate of hospitalisation and complications.	2–10 days	Discuss exclusion of cases and their contacts with public health service.
Respiratory Infections				
Influenza and Influenza-like illness (ILI)	Coughing and sneezing. Direct contact with infected person.	Sudden onset of fever with cough, sore throat, muscular aches and a headache.	1–4 days (average about 2 days)	Until well.
Streptococcal sore throat	Contact with secretions of a sore throat. (Coughing, sneezing etc.)	Headache, vomiting, sore throat. An untreated sore throat could lead to Rheumatic fever.	1–3 days	Exclude until well and/or has received antibiotic treatment for at least 24 hours.
Whooping cough (Pertussis)	Coughing. Adults and older children can pass on the infection to babies.	Runny nose, persistent cough followed by "whoop", vomiting or breathlessness.	5–21 days	Five days from commencing antibiotic treatment or, if no antibiotic treatment then 21 days from onset of illness or until no more coughing, whichever comes first.
Other Infections				
Conjunctivitis (Pink eye)	Direct contact with discharge from the eyes or with items contaminated by the discharge.	Irritation and redness of eye. Sometimes there is a discharge.	2–10 days (usually 3–4 days)	While there is discharge from the eyes.
Meningococcal Meningitis	Close contact with oral secretions. (Coughing, sneezing, etc.)	Generally unwell, fever, headache, vomiting, sometimes a rash. **Urgent treatment is required.**	3–7 days	Until well enough to return.
Meningitis – Viral	Spread through different routes including coughing, sneezing, faecal-oral route.	Generally unwell, fever, headache, vomiting.	Variable	Until well.
Mumps	Coughing, sneezing and infected saliva.	Pain in jaw, then swelling in front of ear and fever.	12–25 days	Exclude until 5 days after facial swelling develops, or until well.

** Seek further advice from a healthcare professional or public health service*

For further information contact:

Your Public Health Nurse

Your Public Health Service

Vaccine-preventable and/or on National Immunisation Schedule

Notifiable disease (Doctors notify the Public Health Service)

Pregnant women should seek advice from their maternity provider or G.P

New Zealand Government

hpa health promotion agency

MINISTRY OF HEALTH MANATŪ HAUORA

Revised March 2016. 06/2016. Code **HE1215**

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Tamaiti Protection Policy

Policy Ref

PN0242

Policy

Tamaiti Protection Policy

Te Whāriki

Well-being - Goal 3: Tamariki experience an environment where they are kept safe fromharm.

Rationale

Kaiako at Te Whare Whai Hua are made aware of this policy and the issues of emotional, physical and sexual abuse at the time of their induction. Kaiako operate within the national Code of Professional Responsibility, known as 'The Code' and Standards for the Teaching Profession, known as 'The Standards', which sets out the high standards of integrity and professional behaviour expected of everyone in our profession. Under section 6 of the Oranga Tamariki Act (1989). The interest, safety and well-being of Tamariki are paramount.

Procedures

- Early Childhood Services Regulations state 1:5 kaiako Tamaiti ratios for Tamariki 0-2 and 1:10 kaiako Tamaiti ratio for Tamariki aged 2-5. Te Whare Whai Hua maintains higher kaiako/Tamaiti ratios than those specified by the 2008 Regulations.
- New kaiako will undergo required safety checks that comply with the Children's Act Oranga Tamariki (2014).
- Our playground and indoor play areas are designed to ensure they can be readily observed by supervising kaiako.
- Parents at Te Whare Whai Hua are encouraged to visit at any time during the day. Parents settling Tamariki into the centre are encouraged to observe and take part in our programme until such time as they feel secure enough to leave.
- Only adults named on the enrolment form are able to collect Tamariki from the centre. If a Tamaiti is to be collected by someone other than the persons on their enrolment form, parents/legal guardians are required to give written or verbal permission to the Centre Management or Administration, including their relationship to the Tamaiti.
- If Tamariki are picked up by anyone other than their parent or legal guardian, parents orkaiako are required to record this on the sign-in sheet.
- Written permission from parents is required for their tamaiti to participate in centre outings.
- Information regarding a Tamaiti will be shared to both parents unless there are any custodial arrangements in place which will limit this. Parents are to inform the centre at the earliest possible opportunity of any custodial arrangements or changes to custodial agreements.
- A complaints procedure ensures issues of concern are dealt with appropriately. Parents are encouraged to express their feelings and concerns so that the operation of Te WhareWhai Hua can be constantly improved.
- Visiting students are not allowed to change or toilet any Tamaiti unsupervised and are not to be left alone with any Tamaiti or group of Tamariki.

- Relievers will be allowed to change or toilet Tamariki and can be left alone withgroups at the discretion of the Centre Leader.
- Parents will be notified of the presence of any student or reliever via newsletter, social media update or the noticeboard in the corridor .
- Written documentation is kept on any issues of concern kaiako may note abouta Tamaiti. Full, relevant, contextual factors are recorded in our confidential reporting form.
- We value the internet as a learning tool. Te Whare Whai Hua kaiako will only access Tamaiti appropriate websites when exploring with Tamariki by using Kiddle. Kiddle is a safe visual search engine for Tamariki powered by Google.
- We realise and accept our own limitations in dealing with issues of abuse. Professional agencies such as the Police and the Ministry of Children, Oranga Tamariki (MCOT) will be involved in suspected cases of abuse. These agenciesare sought for their specialised knowledge.
- The following measures will be taken by all kaiako regarding suspected abuse:
    - All allegations of Tamaiti abuse will be taken seriously.
    - No kaiako will act alone regarding suspected child abuse. The centre leader and Chief Executive will be consulted and they will take furtheraction.
    - The Chief Executive will take the lead in any follow up and processes moving forward with any case of child abuse.
    - Any person disclosing information in good faith regarding suspected abuse will be assured the protection afforded by law.
    - If the Centre Leader suspects a Tamaiti is unsafe, she/he will report it to the Chief Executive, whom will report to the Ministry of Children, Oranga Tamariki (MCOT) - 0508 FAMILY (0508 326 459)
    - If there are any allegations of abuse by a Te Whare Whai Hua employee, the authorities will be informed immediately and the employee will be suspended while the matter is investigated.
    - It is Te Aka Ora's policy for all staff members to ensure the safety of all tamariki, mokopuna while in our care. If an employee fails to act on anysituation where the likelihood of a tamaiti being abused is present, the employee will also be held liable and will be subject to an internal investigation resulting in disciplinary action.
    - Te Whare Whai Hua will offer support to all those involved in any abuseallegations.
- If any team members see a Tamaiti being abused, observe signs of abuse, or a Tamaiti reports being abused, we will follow the reporting process for Tamaiti abuse, as detailed at the conclusion of this policy.

REPORTING PROCESS FOR TAMAITI ABUSE

You see a Tamaiti being abused, OR you observe signs of abuse in a Tamaiti OR a Tamaiti reports being abused.

RESPOND TO TAMAITI NEEDS

- Ensure the Tamaiti is safe from immediate harm. Call the Police if the Tamaiti is in immediate danger.
- Attend for any physical or emotional distress in the Tamaiti – take to hospital if appropriate.
- Listen to the Tamaiti.

Are you a staff member

IMMEDIATELY INFORM YOUR MANAGER

If the suspected abuser is your manager, inform the service owner OR Chair of the governance group OR MVCOT on 0508 326 459 OR Police Child Abuse Team.

Are you in charge

CALL THE POLICE IF THE TAMAITI IS IN IMMEDIATE DANGER

PREPARE WRITTEN RECORD

Record

- Date, time and place of observation/reporting of abuse.
- Names of anyone present.
- What the Tamaiti says –exactly.
- Any physical or behavioural signs of abuse. GIVE THIS TOYOUR MANAGER/CONTACTEDPERSON

PERSON IN CHARGE

GATHER INFORMATION

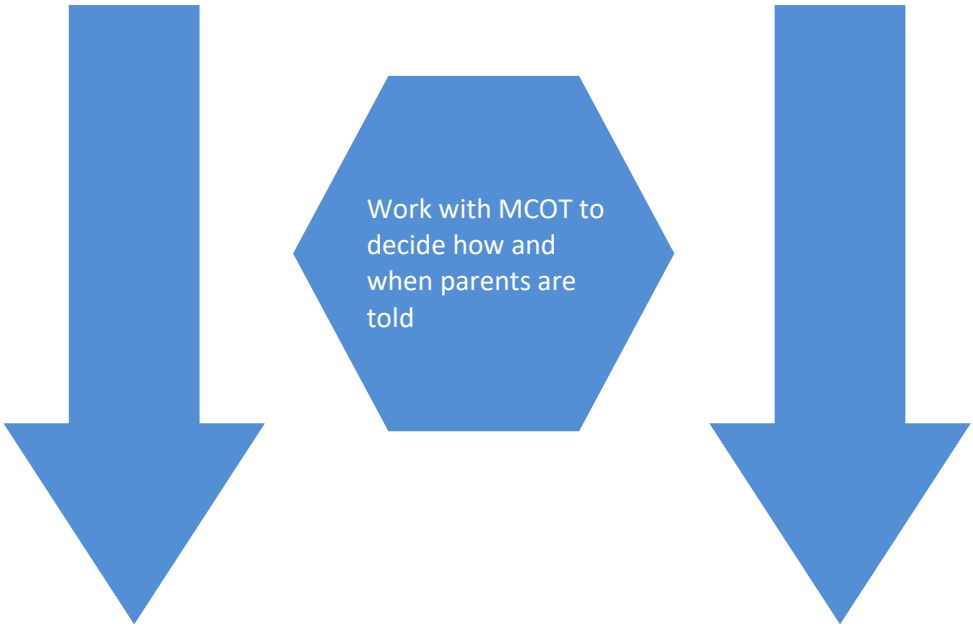
Ensure you have a full report from the person who identified the abuse. Offer them support. Get them to sign the report. Tell them what actions you will take. Ring MCOT (0508 326 459) or the Plunket line (0800 933 92) and discuss your concerns. MCOT will tell you if you need to do a formal report about your concerns.

REPORT ABUSE

Ring MCOT on 0508 326 459 and tell them:
(If it is an emergency, ring the Police Tamaiti Abuse Team)

- Your own name and contact details.
- Name of Tamaiti/Tamariki (also known as/nicknames).
- Date of birth (if known).
- Ethnicity (if known).
- Name of caregivers, parents and other family members and current living situation.
- Current legal custodians.
- Reasons why it is believed that the Tamaiti has been abused.
- Other significant background information.
- Any concerns for your physical safety in making this notification.

ASK WHAT HAPPENS NEXT – get timefram



OUTSIDE SERVICE

- You are most likely to suspect the abuse is by a parent but you cannot assume this. If you are concerned about the Tamaiti going home,tell MVCOT or the Police this.
- While the Tamaiti is in your care, ensure the Tamaiti is not at risk of being further abused.

INSIDE SERVICE

- Maintain close liaison with MVCOT/Police and discuss any actions you want to take with them first.
- Discuss with MVCOT/Police who will tell the suspected abuser of the allegation and whether the suspected abuser should remain on the ECE premises. *
- Recommend the suspected abuser seeks support from their union or lawyer.
- Ensure records are kept of any comments or event relating to the complaint(s) and/or allegations and follow-up action is taken and documented.
- Get employment/legal advice where appropriate.

ATTEND TO HEALING OF YOUR COMMUNITY

If there is disruption to the ECE service or community, negative impacts on other Tamariki and/or staff, or media interest contact

SPECIAL EDUCATION TRAUMATIC INCIDENT COORDINATOR
for
support on 0800 84 8326

FINALLY, GET SUPPORT FOR YOURSELF
(Source – Childspace – Early Childhood Source)

Note *If a Centre Leader or owner knows of alleged abuse and another incident occurs by the offender at the centre, the owner of the centre is liable for failing to provide a safe educational environment for Tamariki**.**

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Emergency Procedure Policy

Policy Ref

PN0251

Policy

Emergency Procedure Policy

Te Whāriki

Well-being - Goal 3: Tamariki experience an environment where they are kept safe from harm.

Rationale

In the event of an emergency at Te Whare Whai Hua kaiako are aware that the safety and well-being of all Tamariki and team members are paramount. Kaiako and all team members will activate emergency response plans.

Procedures

- Quarterly fire, earthquake and evacuation drills are undertaken, including all Tamariki and adults present, and documented in each centre's emergency plan folder.
- A fully accessible and transportable civil defence kit will be stored on the premises. This will include food and water supply for everyone at the centre for at least one day, preferably three, a current phone list of all team members and whānau, and supplies in accordance with civil defence guidelines.
- Te Whare Whai Hua Staff checks, updates paperwork and replenishes stock every six months.
- Fire protection procedures and equipment will be reviewed annually.
- A plan for the safe handling of an emergency and evacuation of Tamariki and adults from the building is prominently displayed on a notice board. An example site evacuation plan can be found at the conclusion of this policy.
- In case of emergency, Tamariki will be collected by an authorised adult only. In the event where an authorised adult is unable to collect their Tamaiti promptly, that adult may give verbal permission for that Tamaiti to leave the centre with a designated adult. Tamariki who are not collected by their parents, caregivers, or other authorised adults are to be supervised at the centre if it is safe to remain.
- A record will be kept of any adults picking up Tamariki and the destination to which the Tamaiti is being taken to.
- A person responsible will make the decision to remain at Te Whare Whai Hua by assessing if it is safe to remain and that there is no immediate danger to any team member and Tamariki who remain on site. We will provide the Community Emergency Hubs with a completed Emergency Information Response Form which will include the following information:
    - Usual location
    - Current location
    - Total numbers of adults at current location
    - Total number of Tamariki at current location
    - Number of people trapped
    - Number of people injured
- In the event of an emergency, we will maintain legal ratios.
- In case of evacuation, Te Whare Whai Hua will re-locate all team members and Tamariki to the nearest Community Emergency Hub, or practical shelter on the way. If possible any change in location will be communicated via signage at the main entrance.

- The nearest Community Emergency Hubs are:
    - Lytton High School Nelson Road or Riverdale School.
- If an emergency occurs outside of opening hours Te Whare Whai Hua management will assess each centre. Whānau will be notified accordingly.
- Te Whare Whai Hua reserves the right to close the centre in the event of a flu pandemic or other public health emergency.
- All team members are aware of the emergency procedures per centre. As a guide:

FIRE

If we discover a fire…

- Activate the nearest fire alarm located in the Staffroom, Entrance Way, Te Rito room and or Te Puawai room
- Evacuate people from the area. Assign kaiako to take Emergency Plan folder and, daily sign in sheet and visitors from the sign in-area. The same kaiako will also ensure entry door signage is in place and main door and main office doors have been snub-locked
- Call 111
- If the fire alarm sounds…
- Find safest fire exit
- Evacuate all Tamariki and adults (assign kaiako to check all areas are clear - including laundry, sleep room and office)
- Assemble at the rear gate of the Centre before moving out onto the Lytton High School field
- Outside kaiako will be responsible for unlocking the emergency exit gate and waiting to evacuate
    - Ensure all Tamariki and adults are accounted for - including any visitors.
- Do not re-enter the building (wait until the firefighters/ wardens say it is safe to re-enter the centre)

EARTHQUAKE

If we experience an earthquake…

Drop, Cover, Hold

- If indoors move no further than a few steps then Drop, Cover, Hold, encourage Tamariki to be a turtle.
- If outdoors move away from buildings, trees, and power lines and then
- Drop, Cover, Hold.
- Once shaking stops we will…

Evacuate all Tamariki and adults

- Assign kaiako to take Emergency Plan folder, daily sign-in sheet and visitors book from the sign in area. The same kaiako will also ensure entry door signage is in place and main door and main office doors have been snub-locked

- All kaiako to take mobile phones with them if safe and available.
- Assign kaiako to check all areas are clear - including laundry, sleep room, office, and outdoor area.
- Assemble at the rear gate of the Centre before moving out onto the Lytton High School field
    - Check roll
    - Ensure all Tamariki and adults are accounted for - including any visitors.
    - Inform parents
    - Decide if controlled whānau reunification is required - refer to Emergency Plan folder for emergency contacts.
    - Property Manager is responsible for turning off utilities such as water, power, and gas be mindful that aftershocks can cause further damage.

VIOLENT THREAT

If we experience a violent threat, such as a dangerous person entering the centre, or if Police contact us and request the centre go into lockdown…**Activate the fire alarm**.

- **Call 111** Identify yourself and our centre, our address and provide all details the operator requests.
- **Lockdown** Alert kaiako that the centre is going into lockdown. Kaiako to take their mobile phones.
- **Safe Position** If safe, move all Tamariki and adults to safe positions to wait for the Police to arrive. Bring emergency backpacks. Bring everyone inside and into rooms that are safe.
- **Lock** all doors and windows. Assign kaiako to take Emergency Plan folder, daily sign in sheet from the sign-in area. The same kaiako will also ensure entry door signage is in place and main door and main office doors have been snub-locked
- **Check roll** Ensure all Tamariki and adults are accounted for - including visitors.
- **Keep quiet** Keep quiet and do not leave your safe position.
- **Police** When police arrive, follow their instructions.

Example Site Evacuation Plan ADD OUR PLAN

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Appraisal Policy

Policy Ref

PN0245

Policy

Appraisal Policy

Te Whāriki

Contribution –Goal 2: Kaiako experience an environment where they are affirmed as individuals.

Rationale

Appraisal is a process for review of current work and achievements undertaken by Kaiako, Head Teachers, the Curriculum Leader and kaiāwhina. The aim of the process is to identify professional growth, achievement and responsibility for each team member and reward them accordingly.

Procedures

- Informal appraisal is regular and ongoing.
- All kaiako at Te Whare Whai Hua take part in regular 6 monthly formal performance appraisals.
- The Appraisal process includes two formal observations per year with feedback that includes goals / next steps towards improved outcomes.
- All expectations for performance appraisals are outlined in the Te Whare Whai Hua Performance Appraisal & Teacher paperwork.
- The appraisal process is purposeful and constructive.
- All kaiako and leadership at Te Whare Whai Hua are responsible for regularly updating their own folders of evidence.
- Appraisal folders are handed to Curriculum Leader twice annually.
- The Curriculum Leader provides feedback about individual performance and documentation for each kaiako.
- Managers provide an Appraisal Summary annually.
- Individual meeting times are made between the Chief Executive, Curriculum Leader, and each kaiako. At these meetings appropriate goals are set.
- Curriculum Leader appraisal interviews are also held with an appropriate mentor and long and short term goals are discussed.
- Kaiako, and Curriculum Leaders receive a copy of their goals. A copy of all documents relating to the appraisals is retained by the Curriculum Leader at the Te Whare Whai Hua ECE.

Links to:

- Education Council Code of Professional Responsibility and Standards for the Teaching Profession
- Personnel Policy
- Performance Appraisal, Teacher Certification and Mentoring Resource
- Teacher Certification Policy

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Tag:	Education Council Code of Professional Responsibility and Standards for the Teaching Profession Personnel Policy Performance Appraisal, Teacher Certification and Mentoring Resource Teacher Certification Policy	Approved By:	

Teacher Certification Policy

Policy Ref

PN0246

Policy

Teacher Certification Policy

Te Whāriki

Contribution – Goal 3: Kaiako experience an environment where they are encouraged to learn with and alongside others.

Rationale

Te Whare Whai Hua recognises teacher certification as a means of ensuring that all certificated teachers meet a national quality standard.

Procedures

- Te Whare Whai Hua will meet all costs involved in gaining and renewing teacher certification.
- Provisionally certificated teachers at Te Whare Whai Hua will take part in our own induction and mentoring programme towards full certification.
- Fully certificated teachers will be responsible for keeping their certification practicing certificate current.
- Fully certificated teachers will provide mentorship and induction to provisionally certificated teachers at Te Whare Whai Hua.
- Newly qualified teachers will receive an increase in pay only once their provisional certification is confirmed.
- Te Whare Whai Hua mentoring teachers will only endorse provisionally certificated teachers in the completion of the certification process if they successfully meet the New Zealand Education Council's Code of Professional Responsibility and Standards for the Teaching Profession.

Links to:

- Performance Appraisal, Teacher Certification and Mentoring Resource

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Illness in Early Learning Centre Policy

Policy Ref

PN0230

Policy

Illness in Early Learning Centre Policy

Te Whāriki

Well-being - Goal 3: Tamariki experience an environment where they are kept safe from harm.

Description

Te Aka Ora has guidelines for all staff, students, whanau and community users of Te Whare Whai Hua Early Learning Centre in regards to illness at the Centre.

Purpose

The purpose of this policy is to explain the general procedures and processes for staff and whanau to follow when regarding our children within the Centre should they fall ill or suffer from illness of any sort.

Scope

The following guidelines are to be adhered to by all management, employees and service users.

Rationale:

At Te Whare Whai Hua we recognize that consistent good health and wellbeing can positively affect a child's learning and development. While most children are likely to experience illness at some stage during their time at Te Whare Whai Hua due to the nature of early learning centres, we believe that if children are unwell they are better to be away from the centre where they can rest and recuperate. When children are unwell at the centre we take preventative measures to prevent the illness spreading to other children and teachers.

Objectives:

- To reduce the risk of an illness spreading within the centre, prior, during and after illnesses have occurred.
- To ensure the health and well-being of every person in the centre is respected.

Procedures:

If a child becomes ill in the centre

- When a child or staff member becomes ill they will be sent home as soon as possible. They will be recommended to stay home until well again.
- If a child is unable to go home immediately they will be kept in the office or parents/staff room away from others. When not possible due to staffing the child will be seated on the couch away from others. They will be monitored and an appropriate treatment will be administered, for example, tepid sponging, the removal of clothing, drinks of water and comforting if necessary.
- Parents will be contacted immediately and advised to seek medical advice, then asked to ring the centre to inform us of the confirmed illness. If parents are unavailable the child's emergency contact will be notified.
- Other parents will be informed of infectious illnesses in the centre through panui placed in child pockets located at the front entrance ready for collection or laminated cards displayed in the appropriate place and via e-mail and Facebook updates.
- Staff may seek immediate assistance from a doctor or paramedic if you notice a child who:

General

- Has been ill, or is ill and seems to be getting much worse
- Cannot be woken or is responding less than usual to what is going on around them • has glazed eyes and is not focusing on anything
- Seems more floppy, sleepy or less alert than usual
- Has a seizure or fit (unless they are already known to have fits or seizures and the parent/ caregiver and centre have discussed what to do)
- Has an unusual cry that lasts for one hour or more
- Has a severe stomach pain that makes them bend over and scream or cry
- Has been badly injured
- Has stomach pain without vomiting or diarrhoea after a fall, a blow or injury

- Has fallen and knocked their head and appears dazed, or was knocked out for any length of time

Temperature

- Feels too cold or too hot (a temperature of 38.3 degrees or more)

Circulation and skin colour

- Body is much paler than usual or suddenly turns very blue or white
- Nails are blue or big toe is completely white and after squeezing the toe, normal colour takes more than three seconds to return
- Has a rash which covers a large part of the body
- Has a blood-red or purple rash of tiny spots or bruises, but has not been injured

Breathing

- Goes blue or stops breathing
- Breathes more quickly than normal or grunts when breathing
- Makes a wheezing noise when breathing out
- Breathes so fast and hard that they cannot speak, eat, cry or play
- Skin below the ribs sucks in as the child breathes

Vomiting and diarrhea

- Has vomited at least half of the last three feeds
- Has green vomit
- Has feces that are black or bloody
- Has vomiting and diarrhea together, is refusing fluids and has passed less urine than usual.

Preventing transmission of illnesses

- All staff will remain a high standard of hygiene to prevent transmission of illnesses.
- Children and staff need to wash their hands or use hand sanitizer:
    i. Before and after preparing, handling, serving food or eating.
    ii. After using the toilet, helping a child to use the toilet or changing nappies.
    iii. After blowing their nose or helping a child to blow their nose.
    iv. After touching a pet or other animals
    v. After handling rubbish.
- Children will be taught through role-modelling to wash their hands carefully and not to rush. Making sure that around nails, between fingers and the backs of hands are included in the washing. Staff will also ensure that children thoroughly dry their hands.
- Paper towels are used for drying hands and then discarded.
- Soap will be readily available and used at all times.
- Babies' hands will be wiped regularly throughout the day.
- Staff will encourage children to independently wash hands through role-modelling, posters and chants.
- Disposable gloves will be worn:
    i. Whenever dealing with faeces, urine or blood
    ii. If skin is cut or non-intact (e.g. chapped or dermatitis)
    iii. The children's feelings will be taken into account to avoid any feeling of rejection by the child by a staff member wearing them.
- Children should stay away from the centre when they are ill and causing concern or:
    i. Have little interest in activities or play
    ii. Have little energy, want or need to sleep or rest for long periods
    iii. Cry easily, are irritable or in pain
    iv. Constantly want to be held or comforted
    v. Have a fever. Above 38.3 degrees.
    vi. Any child with diarrhoea or vomiting should stay away until symptoms cease and they are well, 48 hours after last symptom.
- Educators along with children cannot attend when they have a contagious illness or when their sickness affects their ability to perform their required duties.
- Parents, whānau members or any other person with an infectious or contagious condition or disease will be excluded from the centre, this may mean a child is greeted at the gate to prevent a person from

entering if the child in immediate contact is cleared to attend by a doctor.

- The management team may exclude a child from the centre that is unwell and require doctor's diagnosis prior to the child returning.
- The health schedule is situated in the parenting handbook and will highlighted to parents when they enrol their child into the centre and when they are present in the centre. The handbook willn outline the illnesses and the recommended absences; these are the guidelines that Te Whare Whai Hua abide by. Children that have an infectious disease must remain away from the centre until they have doctor's clearance to return, have had the recommended exclusion period as listed in this policy or have been approved to return to the centre by centre management.
- Illnesses are recorded in the centre diary.
- A immunisation register is held and updated regularly at the centre. This must be sighted on enrolment or at the age of 15 months if they enrolled prior to being 15 months old. The decision to immunise a child is up to the parents and whānau and the centre will respect that but the centre needs to be aware of the child immunisation status so that immediate contact can be made should an outbreak occur.
- During the event of an outbreak of a communicable disease staff will increase the frequency of cleaning and the strength of the cleaning products used.

Headlice

- When a staff member notices a child has headlice, their parents will be contacted for pick-up and treatment as soon as possible. Prior to pick up staff will try to eliminate as much head to head contact with other children as possible. The parent will be given the Ministry of Health guidelines for treating headlice. The child is then able to return the following morning after treatment. If live lice are again noticed the parent will be contacted again for further treatment.
- Should there be noticeable reason cause suspect a child has headlice, Te Whare Whai Hua staff reserves the right to inspect the childs hair, under the sole reasoning to confirm headlice present.
- All children with long hair will be requested to have their hair tied up while at the centre.
- Other parents will be notified with a panui home to prompt them to check their child when an incident occurs
- Regular prompting in the centre newsletter
- Centre floors are vacuumed daily
- Dress-up are washed regularly
- Sharing of hats will be discouraged
- All children will have individual bedding

Existing Conditions

- It is the parent's responsibility to inform staff of any existing conditions their child has on enrolment or should a condition develop subsequently e.g. asthma, allergies. Staff should be advised of any special medical treatment that may be required. All staff will be made aware of children's needs or allergies. A list of allergies is displayed in both kitchens and updated as required. If children require continuous medication this is to be recorded on the continuous medication form in the health and safety file.
- Parents need to update staff if the condition changes and the treatment or plan changes.
- Staff need to read information on the child's condition when they become aware of it and to inform other staff members.

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Food and Nutrition Policy

Policy Ref

PN0243

Policy

Food Nutrition Policy

Te Whāriki

Well-being - Goal 1: Tamariki experience an environment where their health is promoted.

Rationale

Te Whare Whai Hua encourages a healthy eating environment and culture in our centre.
We consider that healthy food and beverage choices can enhance educational outcomes for our Tamariki.

Procedures

- Food allergies, intolerances and special dietary requirements will be a shared responsibility of the parents and the centre. Medical advice should be sought before eliminating food from a Tamaiti diet.
- All team members will be made aware of individual's food allergies, intolerances and special dietary requirements. A visual guide including a photo of the Tamaiti and list of allergies, intolerances and special dietary requirements will be kept in the kitchen for reference. If a Tamaiti is at risk of an anaphylactic reaction to food, a management plan will be in place to ensure all team members know emergency protocols.
- Te Whāriki/Early Childhood Curriculum guides food and nutrition education by developing, in the context of self-help and self-care, Tamariki knowledge about keeping healthy.
- Water is always available to Tamariki. Tamariki are discouraged from sharing cups and bottles.
- Breast feeding is encouraged and supported by the centre. A comfortable nursing chair is provided for mothers to feed at the centre. Named and dated expressed milk can be stored safely in the refrigerator or freezer and heated when required. Breast milk will be heated with warm water.
- Infant formulas are provided by the parents and clearly named. Infant formula **should be made just before use.**
- Food celebrations will be considered positive and social events. Celebrations are individual to each tamaiti.
- Adults encourage Tamariki by role modelling healthy eating when they share meal times together.
- If food is refused- encouragement is offered, if food is still refused, it is offered later when they are hungry. Tamariki are empowered by having control over their food intake, by allowing self-choice and self-service at mealtimes (when practical).
- Mealtime rituals will be a pleasurable and unhurried time together.
- There is a blessing or karakia before every meal served.
- Funds are available for resources that support nutrition education.
- Professional development is undertaken to support healthy eating for Tamariki.
- Parents will be consulted on any major decisions regarding the food served at Te Whare Whai Hua.

Resources

The New Zealand Ministry of Health guidelines

The Food Beverage Classification System

National Heart Foundation Healthy Heart Programme

Te Whare Whai Hua Recipe Book

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Parent Fees Policy

Policy Ref

PN0252

Policy

Parent Fees Policy

Te Whāriki

Belonging - Goal 3: Parents experience an environment where they feel comfortable with the routines, customs and regular events.

Rationale

Te Whare Whai Hua is a private, fee charging educational service. Failure of parents to follow the rules regarding fee payments may lead to their Tamaiti exclusion from the centre.

Procedures

Fees Policy

Te Whare Whai Hua Early Learning Centre adheres to the following fee policy, thus the service is fair and equitable to all who attend.

Procedures

- All fees are to be paid to the Centre on a weekly basis unless an alternative arrangement is reached with the Chief Executive.
- If there are fees owing at the end of the year, the tamariki cannot return the following year.
- All unpaid fees above $200.00 left unpaid for 3 Months are referred to Baycorp Collection Agency.
- If a subsidy is received through WINZ, it is the parent/caregiver's responsibility to ensure that their subsidy payments are correct, and renewal forms received on time. In the event that a debt is created through a shortfall in WINZ and cannot be resolved with WINZ it is the parent/caregivers responsibility to pay this debt. Please ask if you require any assistance to fill in your forms.
- Parents agree their child is not enrolled in any other early childhood service on the same day they attend our Centre.
- The Centre charges full fees Including absences and the Chief Executive has discretion to implement our TWWH Community Support Policy.
- WINZ subsidies are available through application.
- Consideration is given at the Chief Executives discretion if tamaiti are absent due to medical reasons and documentation is provided.
- In cases of hardship, applications for reduced fees will be at the discretion of the Chief Executive.
- At least two weeks' notice is requested if your child is being withdrawn from the Centre.
- It is important that you keep to your booked hours, and respect these times. Staff are rostered on according to these hours and if you are late it can affect the ratios and at the end of the day it can also mean keeping staff on longer.
- Late fee: After 15 minutes a late fee of $5.00 will be charged and $5.00 every 15 minutes thereafter.

Centre Fee: The hourly rate per child is $5.00

The fee for holding your child's space due to an absence is in accordance with the booked hour and rate, or at the discretion of the Chief Executive.

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Sun Protection Policy

Policy Ref

PN0253

Policy

Tamaiti Health Policy

Te Whāriki

Well-being - Goal 1: Tamariki experience an environment where their health is promoted.

Rationale

Tamariki and adults at Te Whare Whai Hua need protection against the damaging effects of the sun. At Te Whare Whai Hua we are cognisant of the Cancer Society message of "slip, slop, slap and wrap".

Procedures

- Parents are encouraged to bring named sunhats for their Tamariki. If they are unable to, Te Whare Whai Hua will provide spare hats.
- Sunblock is applied whenever Tamariki are exposed to the sun, and sunblock will be reapplied as required. This sunblock is provided by Te Whare Whai Hua. Any parent/ caregiver may provide their own if they wish.
- During summer, parents are encouraged to sunblock their Tamariki prior to bringing them to the centre each morning.
- Kaiako role-model the use of hats and sunscreen outside.
- In summer Tamariki are never outside wearing less than a T-shirt and are encouraged to wear a hat.
- For Tamariki who often remove their hats, sunblock will be applied directly to their scalps.
- Drinking water is available at all times.
- Frequently used play areas are sheltered from the sun.

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Hauora Policy

Policy Ref

PN0255

Policy

Hauora Policy

Te Whāriki

Well-being – Goal 1: Tamariki experience an environment where their health is promoted.

Rationale

At Te Whare Whai Hua we promote all aspects of individual's health and well-being. Physical activity is vital for optimum growth and health.

Procedures

- Parents are requested to provide appropriate clothing for their Tamariki that will enable their Tamaiti to fully participate in physical activity in all weathers. *"There is no such thing as bad weather, only bad clothing."* Spare clothing provided daily is also essential.
- Kaiako provide Tamariki with opportunities, both morning and afternoon, for climbing, balancing, kicking, throwing, jumping, running, and other loco motor movements, both indoors and out.
- Routines and programming will promote and celebrate specific physical experiences.
- Kaiako and parents are encouraged to be good role models by promoting and participating in physical activity.
- Funds are available to support physical activity equipment and professional development.
- The environment will allow space and equipment which follows the interests of Tamariki and promotes free and challenging physical experiences both indoors and out.
- Tamariki are encouraged to move freely on their own as their capabilities and development allows.
- Natural motor development will be supported.
- Tamariki exposure to screens occur in short spells, as a guideline; no more than 10-20 minutes for 3 year olds, extending to no more than 40 minutes by the age of 8.

Links to:

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Tamaiti Health Policy

Policy Ref

PN0256

Policy

Tamaiti Health Policy

Te Whāriki

Well-being - Goal 1: Tamariki experience an environment where their health is promoted.

Rationale

Parents and kaiako share the responsibility for creating a healthy centre environment, which will protect and nurture Tamariki. Exclusion of Tamariki with infectious diseases from early Childhood centres is necessary where there is potential for further spread of infection. Te Whare Whai Hua wishes to make its Tamariki and adults safe from infection by clearly stating under what circumstances a Tamaiti should be excluded. Exclusion is at the centre manager's discretion.

Procedures

- If parents have concerns that a Tamaiti may be unwell information should be shared with kaiako upon arrival at the centre. This means kaiako should be vigilant and alert to any changes in behaviour, or signs of illness, and can respond to Tamariki needs promptly.
- A Tamaiti suffering from any of the following symptoms will be required to leave the centre. If a parent is unavailable or unable to remove their Tamaiti soon enough, the emergency contact person listed on the Tamaiti enrolment form will be contacted.

Reasons to exclude a Tamaiti from Te Whare Whai Hua:

- The illness prevents the Tamaiti from participating comfortably in programme activities.
- The illness results in greater care needed than Te Whare Whai Hua can reasonably provide without compromising the health and safety of the other Tamariki.
- The Tamaiti has any of the following conditions: fever (38 degrees Celsius and over), persistent crying, difficulty breathing, persistent coughing, persistent runny nose, or other signs of possible illness.
- Tamaiti with diarrhoea should not attend Te Whare Whai Hua. Tamariki must be symptom free for 48 hours and must have had at least one normal bowel motion before returning to Te Whare Whai Hua.
- Tamaiti with vomiting should not attend Te Whare Whai Hua. Tamariki must be symptom free for 48 hours and must be able to keep food down for those 48hours.
- Rash with fever or behaviour change - until a doctor has determined that the illness is not a communicable disease.
- Tuberculosis - until the doctor or the Public Health Service advises that the Tamaiti is non-infectious.
- For some vaccine preventable diseases, there is a requirement to exclude unimmunisedTamarikiwhohavehadcontactwithacaseofthedisease.Thisapplies to Measles, Diphtheria and Whooping Cough, and would be arranged on the advice of the Medical Officer of Health.
- A list of further infectious diseases information and exclusion details is listed at the conclusion of this policy. This chart is taken directly from the Ministry of Health website (last revised March2016).

- Public Health Service exclusion guidelines will be followed for any conditions not listed above. They are contactable on (06) 869-0500.
- Individual health plans will be written in consultation with parents for Tamariki who suffer from Asthma, Epilepsy, specific allergies, or other medical conditions.
- A Tamaiti prescribed antibiotics for any illness should not return until at least 24 hours after treatment has started or at the centre manager's discretion.
- Te Whare Whai Hua reserves the right to request a medical certificate from a heath professional before allowing a Tamaiti to return following illness.
- If a whānau member (parent/sibling or otherwise) bringing a well Tamaiti to the centre is unwell and there is a risk of spreading illness within the centre, a plan can be put in place to support drop offs and pickups.

LINKS TO:

- Medicines Policy
- Ministry of Health List of Infectious Diseases

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Access For Non-Custodial Parent

Policy Ref

PN0258

Policy

Access For Non-Custodial Parent Policy

Te Whāriki

Well-being - Goal 3: Tamariki experience an environment where they are kept safe from harm.

Rationale: All provision will be made for a child's protection while attending the Te Whare Whai Hua ECE.

Goal:

1. Non-custodial parents (defined as a parent who does not have physical and/or legal custody of his/her child by court order) will not be able to visit their children at the Te Whare Whai Hua ECE except when prior arrangement has been made with management and the written consent of the custodial parent/court appointed agency involved has been given.

2. Non-custodial parents will not be able to take their child/ren away from the Te Whare Whai Hua ECE.

Procedures:

1. Child 'Sign in sheets' will be kept in the Centre through the code-locked door, out of sight from general public who visit the Centre.
2. A record of each family with a non-custodial parent will be kept on file in the office, and all staff made aware of this situation on enrolment or if changes to custody occur while the child is enrolled at the Centre.
3. To ensure all children are safe, all visitors should be known to the staff, and show identification when they arrive at the Te Whare Whai Hua ECE. Visitors need to sign themselves in and out on the Visitors Register – See *Visitors to the Centre Policy*.
4. Prior telephone notification, and appointment time, should be made by the outside agency regarding a Te Whare Whai Hua ECE visit by the non-custodial parent. Documentation will be kept of any non-custodial visits by an outside agency personnel, with a copy kept on file at the Te Whare Whai Hua ECE.
5. If any non-custodial parent arrives without notification, two senior staff will speak to them about the Te Whare Whai Hua ECE procedures and expectations before an appointment can be made to have contact with the child. If access is given it will be conditional on meeting the custody arrangements for that child. The custodial parent will be advised of the visit request and contact appointment as soon as possible. If security is required NZ Police will be contacted.
6. Non-custodial parents will have their contact in communal areas of the Centre supervised by a staff member/agency representative at all times. There will be no contact in children's bathroom areas or alone in closed rooms.

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Policy Ref

PN0260

Policy

Child Protection Policy (TWWH)

Te Whāriki

Well-being - Goal 3: Children experience an environment where they are kept safe from harm.

Rationale

Teachers at Te Whare Whai Hua are made aware of this policy and the issues of emotional, physical and sexual abuse at the time of their induction. Teachers operate within the national Code of Ethics which sets a high standard for professionals in our field. Under section 6 of the Children, Young Persons and their Families Act (1989) "The interest, safety and well-being of children is paramount."

Procedures

- Early Childhood Services Regulations state 1:5 teacher child ratios for children 0-2 and 1:10 teacher child ratio for children aged 2-5. Te Whare Whai Hua will endeavor to maintain higher teacher/child ratios than those specified by the 2008 Regulations.
- New teachers will undergo required safety checks that comply with the Vulnerable Children's Act (2014).
- Our playground and indoor play areas are designed to ensure they can be readily observed by teachers supervising.
- Parents at Te Whare Whai Hua are encouraged to visit at any time during the day. Parents settling children into the Centre are encouraged to observe and take part in our programme until such time as they feel secure enough to leave.
- Only adults named on the enrolment form are able to collect children from the Centre. If a child is to be collected from someone other than the persons on their enrolment form, parents/legal guardian are required to give written permission to the teaching team including relationship to the child.
- If children are picked up by anyone other than their parent or legal guardian, parents or teachers are required to record this in the day book.
- Written permission from parents is required for their child (ren) to participate in Centre excursions.
- A complaints procedure ensures issues of concern are dealt with appropriately. Parents are encouraged to express their feelings and concerns so that the operation of Te Whare Whai Hua can be constantly improved.
- Visiting students are not allowed to change or toilet any child unsupervised and are not to be left alone with any child or group of children.
- Relievers will be allowed to change or toilet children and be left alone with groups at the discretion of the Centre manager.
- Whanau will be notified of the presence of any student or reliever via the notice board, Story Park, TWWH ELC Face Book page and kanohi ki te kanohi.
- Written documentation is kept on any issues of concern teachers may note about a child. Full, relevant, contextual factors are recorded in our confidential 'team meeting minute book'.

- We value the internet as a learning tool. Te Whare Whai Hua teachers will only access child appropriate websites when exploring with children.
- We realise and accept our own limitations in dealing with issues of abuse. Professional agencies such as the Police and the Children, Young Persons, and their Families Service will be involved in suspected cases of abuse. These agencies are sought for their specialised knowledge.
- The following measures will be taken by all teachers regarding suspected abuse:
    - All allegations of child abuse will be taken seriously.
    - No teacher will act alone regarding suspected child abuse.
    - The Centre manager and principal will be consulted and she/he will take further action.
    - Further advice and supervision with be provided by Chief Executive and Director of Services.
    - Any person disclosing information in good faith regarding suspected abuse will be assured the protection afforded by law.
    - If the Centre manager suspects a child is unsafe, she/he will report it to the Police or Child, Youth and Family - 0508 FAMILY (0508 326 459) or the Children's Team.
    - If there are any allegations of abuse by a Te Whare Whai Hua employee, the authorities will be informed immediately and the teacher will be suspended while the matter is investigated.
    - Te Whare Whai Hua will offer support to all those involved in any abuse allegations

(Please note wider Te Aka Ora Organisational policies)

Te Whāriki: Early Childhood Curriculum 1996 Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. HS31, HS32, HS33.

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Policy Ref

PN0261

Policy

Child Health Policy

Te Whāriki

Well-being - Goal 1: Children experience an environment where their health is promoted.

Rationale

Parents and teachers share the responsibility for creating a healthy Centre environment, which will protect and nurture children. Exclusion of children with infectious diseases from early childhood Centre's is necessary where there is potential for further spread of infection. Te Whare Whai Hua wishes to make its children and adults safe from infection by clearly stating under what circumstances a child should be excluded. Exclusion is at the Centre manager's discretion.

Procedures

- If parents have concerns that a child may be unwell information should be shared with teachers upon arrival at the Centre. This means teachers should be vigilant and alert to any changes in behavior, or signs of illness, and can respond to children's needs promptly.
- A child suffering from any of the following symptoms will be required to leave the Centre AS SOON AS POSSIBLE. If a parent is unavailable or unable to remove their child soon enough, the emergency contact person listed on the child's enrolment form may be contacted.

Reasons to exclude a child from Te Whare Whai Hua:

- The illness prevents the child from participating comfortably in programme activities.
- The illness results in a greater care needed than Te Whare Whai Hua can reasonably provide without compromising the health and safety of the other children.
- The child has any of the following conditions: fever, persistent crying, difficulty breathing, persistent coughing, persistent runny nose, or other signs of possible illness.
- No child with diarrhea or vomiting should attend Te Whare Whai Hua. Children must be symptom free for 48 hours and in the case of diarrhea have had at least one normal bowel motion before returning to Te Whare Whai Hua.
- If a child's temperature is 38 degrees Celsius and over.
- Rash with fever or behavior change - until a doctor has determined that the illness is not a communicable disease.
- Conjunctivitis – until the child has been treated for at least 24 hours, there is no discharge coming from the eyes and until their eye is no longer pink.
    - Tuberculosis - until the child's physician or the Public Health Service advises that the child is non-infectious.
    - Impetigo - until 24 hours after treatment has started.
    - Strep throat - until 24 hours after treatment has started, and until 24 hours after fever stops.
    - Head lice and/or nits - until treatment has commenced and hair has been thoroughly combed. Public health recommends daily combing for 3 weeks to ensure hair is free of nits/lice.
    - Thread worm - until treatment is completed.
    - Scabies - until after treatment has been completed.
    - Chickenpox - until at least seven days after onset of and if all the lesions have dried and crusted.

- Whooping cough - until twenty-one days from onset of coughing or five days of antibiotics (the total course of the usual treatment is 14 days.)
- Measles – until four days from onset of rash.
- Mumps - until nine days after swelling develops.
- Rubella – until 7 days from appearance of rash.
- For some vaccine preventable diseases, there is a requirement to exclude un-immunised children who have had contact with a case of the disease. This applies to Measles, Diphtheria and Whooping cough, and would be arranged on the advice of the Medical Officer of Health.

- Public Health Service exclusion guidelines will be followed for any conditions not listed above.
- Tairawhiti Hauora- 06-869-0500 Well Child Services: 06-869-2093
- Individual health plans will be written in consultation with parents for children who suffer from Asthma, Epilepsy, specific allergies, or other medical conditions.
- A child prescribed antibiotics for any illness should not return until at least 24 hours after treatment has started or at the Centre manager's discretion.
- Te Whare Whai Hua reserves the right to request a medical certificate from a heath professional before allowing a child to return from illness.

LINKS TO:

- Medicine Policy

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Policy

Child Health Policy

Te Whāriki

Well-being - Goal 3: Children experience an environment where they are kept safe from harm.

Rationale

In the event of an emergency at Te Whare Whai Hua teachers are aware that the safety and well-being of all children and staff are paramount. Teachers and staff will activate emergency response plans.

Procedures

- All teachers and auxiliary staff are aware of the emergency procedures
- Quarterly fire, earthquake and evacuation drills are undertaken, including all children and adults present, and documented in each centers' emergency plan folder.
- A fully accessible and transportable civil defense kit will be stored on the premises. This will include food and water supply for everyone at the Centre for at least one day preferably three, a current phone list of staff and families, and supplies in accordance with civil defense guidelines.
- Each learning area checks, updates paperwork and replenishes stock every six months.
- In case of emergency, children will be collected by an authorised adult only. In the event where an authorised adult is unable to collect their child promptly, that adult may give verbal permission for that child to go home with a designated adult. Children who are not collected by their parents, caregivers or other authorised adults are to be supervised at the Centre if it is safe to remain.
- A record will be kept of any adults picking up children.
- If it is safe to remain at Te Whare Whai Hua and there is no immediate danger, teachers, staff and children will remain on site. We will provide the Civil Defense Centre with a completed Emergency Information Response Form which will include the following information:
    - Usual location
    - Current location
    - Total numbers of adults at current location
    - Total number of children at current location
    - Number of people trapped
    - Number of people injured
- In case of evacuation, Te Whare Whai Hua will re-locate all staff and children to the nearest Civil Defense Post, or practical shelter on the way. If possible any change in location will be communicated via text message, changing the phone message at the Centre and a written message at the entrance. Lytton High School procedures will be followed with assembly at the school hall in case of emergency.
- Fire protection procedures and equipment will be reviewed annually.
- A plan for the safe evacuation of children and adults from the building is prominently displayed on the notice board.
- Te Whare Whai Hua reserves the right to close the Centre in the event of a flu pandemic or other public health emergency.

- The nearest Civil Defense posts are:
    - ***Lytton High School Hall, Nelson Road,***
    - ***Te Kura Kaupapa Māori o Ngā Uri a Māui, Nelson Road***

Te Whāriki: Early Childhood Curriculum 1996 Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. HS4, HS5, HS6, HS7, HS8.

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PN0262

Policy

Immunisation Policy

Te Whāriki

Well-being - Goal 1: Children experience an environment where their health is promoted.

Rationale

It is a government regulation requirement that Te Whare Whai Hua holds accurate immunisation records of all children on our roll.

Procedures

- The Ministry of Health requires all licensed early childhood centers to sight and record every child's immunisation history.
- An immunisation register will be kept, so that in the case of an outbreak, any child who is not immunised must be removed from the Centre until the incubation period of the illness and disease is passed and no further cases are reported.
- The immunisation register will be updated on enrolment, at 15 months and between 4 and 5 years.
- For your own child's well-being, it is helpful to be informed after each immunisation has been given.
- These records are confidential.
- Children's immunisation certificates are located in the back of their Well Child Tamāriki Ora Health Book. This certificate should be signed off by your health professional.

Te Whāriki: Early Childhood Curriculum 1996

Education Act 2006. Regulation 4

Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. HS26, HS27.

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Medicines Policy

Policy Ref

PN0263

Policy

Medicines Policy

Te Whāriki

Well-being - Goal 1: Children experience an environment where their health is promoted.

Rationale

At Te Whare Whai Hua the needs of each child are paramount in the decisions we make. On occasion we are required to administer medicines to children in attendance.

Procedures

Any child requiring pain relief should not be in attendance at the Centre. However, exceptions can be made with regard to teething (see teething policy).

- Kaiako need to be informed of any medication administered prior to tamāriki being left at the Centre.
- Kaiako will take every possible measure to relieve symptoms of pain or fever prior to administering paracetamol such as; paracetamol/paracare and will only administer medication with prior parental permission.
- Kaiako will record symptoms and temperatures in the illness book prior to administering paracetamol. This will ensure that when the child can be collected and taken to the doctor there is a written record of any symptoms the pain relief may be masking.
- In the case of sudden injury and possible shock our teachers are trained in the administration of first aid and are only able to administer first aid until parents / medical staff arrive on the scene.
- Whanau should clearly label any medicines brought into the Centre, record the dosage and relevant details in the medicine book, and check with a teacher for the appropriate storage place.
- Care will be taken to always use the correct strength and dosage of medicine, as advised by parent.
- A written record of any medicine administered can be found in the medicine book.
- Prescription medicine and homeopathic remedies are to be brought into the Centre in original packaging which clearly shows a name, dosage and expiry date.
- Natural remedies such as arnica and papaw cream will be administered with written parental permission upon enrolment.
- Taking prescribed antibiotics does not automatically ensure your child is well enough to resume attendance. Please refer to our child health policy.

LINKS TO:

- Child Health Policy
- Teething Policy

Te Whāriki: Early Childhood Curriculum 1996 Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. HS27, HS28, HS29.

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Nappy Changing Policy

Policy Ref

PN0264

Policy

Nappy Changing Policy

Te Whāriki

Well-being – Goal 1: Children experience an environment where their health is promoted.

Well-being – Goal 2: Children experience an environment where their emotional well-being is nurtured.

Well-being – Goal 3: Children experience an environment where they are kept safe from harm.

Rationale

Nappy changes are an important part of children learning about their body and the self-regulation process. At Te Whare Whai Hua nappy changes are respected as meaningful learning experiences where children are empowered to participate in their own routines. Time and attention is invested in these care moments to ensure that they are a peaceful experience for children and adults.

Procedures

- There is a designated space with a nappy changing table for this care routine to happen. This area has been designed to foster children's independence and well-being as well as supporting teacher's backs as lifting toddlers is reduced.
- Nappy change spaces are visible and monitored by rostered kaiako.
- A nappy changing procedure will be displayed in all nappy changing areas outlining the health and hygiene guidelines.
- We use wipes provided by the whanau for cleaning children's bodies.
- All nappy changes will be recorded in the nappy changing chart which parents can readily access.
- Any rashes or unusual conditions will be assessed and reported to parents at the end of the day
- Children will be supported in washing their hands after each nappy change. Infants and toddlers will be assisted to wash their hands using a damp clean flannel before and after handling food.
- Adults will wash their hands following the hand washing guidelines before and after each nappy changes.
- After each nappy change the table will be wiped down with a disinfectant before and after changing.
- Disposable gloves are available for adults to use during nappy changes.
- Strict hygiene protocols are in place to prevent any cross contamination
- All used disposable nappies are kept in a contained bin and are emptied daily into the outside nappy bins.
- Bay Trade will pick up nappies twice a week from specially identified bins in the waste area

Te Whāriki: Early Childhood Curriculum 1996

Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. HS1, HS3.

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Pets Policy

Policy Ref

PN0265

Policy

Pets Policy

Te Whāriki

Exploration - Goal 4: Children experience an environment where they develop working theories for making sense of the natural, social, physical, and material worlds.

Rationale

At Te Whare Whai Hua we consider animals to be an important part of the daily experiences we provide for our children. Children are able to develop respect and a sense of responsibility in caring for the animals at Te Whare Whai Hua. The well-being of any animals in the care of Te Whare Whai Hua is of paramount importance to their inclusion in our programme.

Procedures

- Food and water supply for all animals is checked daily. Children are encouraged to take part in this caring routine.
- Teacher's role-model responsibility and care of the pets. This helps children to learn the skills of caring for the animals, themselves and others.
- A roster for the cleaning of the animal environments is maintained to ensure each teacher has a turn and the animals are kept clean and healthy.
- Children experience hands on care and touch as the animals are brought into the Centre environment regularly.

Te Whāriki: Early Childhood Curriculum 1996

Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. HS16.

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Poisonous Plants Policy

Policy Ref

PN0266

Policy

Poisonous Plants Policy

Te Whāriki

Well-being - Goal 3: Children and adults experience an environment where they are kept safe from harm.

Rationale:

Te Whare Whai Hua provides, for the welfare of the children, a safe and stimulating environment. Hazards such as poisonous plants are minimised while still ensuring the natural beauty of the environment is preserved.

Procedures:

- The nationwide poison center phone number is clearly visible in the office.
- Checks are made twice annually to ensure there are no new poisonous plants.
- Design of natural environment will avoid any poisonous plants

Te Whāriki: Early Childhood Curriculum 1996 Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. HS12.

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Sleeping Policy

Policy Ref

PN0267

Policy

Sleeping Policy

Te Whāriki

Well-being - Goal 1: Children experience an environment where their health is promoted.

Rationale

At Te Whare Whai Hua we recognise that each child is unique and comes to us with their own sleeping routine. Therefore, teachers will endeavor to follow individual children's rhythms and routines in a relaxed and familiar environment.

Procedures

- All children are provided with their own individual sleeping space and bed linen. Their bed linen is washed weekly.
- Sleep spaces are positive and peaceful to ensure undisturbed rest.
- To ease your child into sleeping at the Centre, it is beneficial for all if they are able to fall asleep on their own without being held or rocked. However, teachers will ensure children fall asleep in a peaceful way.
- We endeavor to ensure our sleep rooms are positive and peaceful spaces. However, they are not silent spaces.
- Adequate sleeping space is provided for children's safety and hygiene.
- A sound, accurate monitoring system is held in place by teachers at all times. There is a teacher present in the sleep space whenever possible, ten minute checks are carried out for sleeping children, and records of sleeps are maintained.
- Teachers are guided by children's individual rhythms and routines and are relaxed and unhurried.
- Parents are encouraged to bring to Te Whare Whai Hua any special sleeping cuddlies/toys their child may have.
- In accordance with the government regulations children will not be put to bed with a bottle.
- For reasons of cultural sensitivity children are encouraged not to stand on pillows and children sleeping near each other are positioned head to head rather than head to feet.
- If children are sleeping outdoors they will be kept suitably warm.

Te Whāriki: Early Childhood Curriculum 1996 Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. HS9, HS10, HS11, HS23. PF29, PF30, PF31, PF33

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Smoke-Free Policy

Policy Ref

PN0268

Policy

Smoke-Free Policy

Te Whāriki

Well-being - Goal 1: Children experience an environment where their health is promoted.

Rationale

Te Whare Whai Hua early learning centers have a completely smoke, alcohol and illegal substances - free environment, to promote healthy living and good habits for the teachers and children.

Procedure

- Smoking is not permitted in early childhood centers or on Centre grounds.
- Alcohol is prohibited on the premises during Centre at all times.
- Teachers are required to smoke off the premises entirely and wash their hands and freshen their breath before attending any child after smoking.
- Any person entering the premises smoking will be required to extinguish the cigarette, pipe etc. or they will be asked to leave.
- Teachers who do smoke, will be encouraged to join Quit Smoking programmes and given full support to use Te Aka Ora Hauora Programmes
- Any complaints regarding this policy should be directed to the Centre manager
- See Te Aka Ora Policies – We are a complete Smoke Free Environment
- This policy will comply with the Smoke - Free Environments Act, 1990 and will be reviewed annually.

Te Whāriki: Early Childhood Curriculum 1996 Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. HS33.

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Sun Smart Policy

Policy Ref

PN0269

Policy

Sun Smart Policy

Te Whāriki

Well-being - Goal 1: Children experience an environment where their health is promoted.

Rationale

Children and adults at Te Whare Whai Hua need protection against the damaging effects of the sun. At Te Whare Whai Hua we are cognisant of the Cancer Society message of "slip, slop, slap and wrap".

Procedures

- Parents are encouraged to bring named sunhats for their children. If they are unable to, Te Whare Whai Hua will provide spare hats.
- Sunblock is applied whenever children are exposed to the sun, and sunblock will be reapplied as required. This sunblock is provided by Te Whare Whai Hua. Any child requiring a special sunblock due to skin allergies must provide their own.
- During summer, parents are encouraged to sunblock their children prior to bringing them to the Centre each morning.
- Teacher's role-model the use of hats and sunscreen outside.
- Children are never outside wearing less than a T-shirt and are always required to wear a hat.
- For infants who often remove their hats, sunblock will be applied directly to their scalps.
- Drinking water is available at all times.
- Frequently used play areas are sheltered from the sun
- Sun shades and sun filtered will be provided every summer through to winter
- Shades will be repaired and cleaned every winter.

Te Whāriki: Early Childhood Curriculum 1996
Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. HS33.

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Teething Policy

Policy Ref

PN0270

Policy

Teething Policy

Te Whāriki

Well-being – Goal 1: Children experience an environment where their health is promoted.

Rationale

Teething can be a large part of development and life for infants and toddlers. This can have a significant impact on our programme and the children and teachers in the environment. A supportive partnership between parents and teachers is important to minimise any negative experiences for children.

Procedures

- Parents will provide teething rings and remedies for their child as necessary.
- Teachers will administer pain relief for children in accordance with our medicines policy.
- However, paracetamol such as paracetamol/paracare will only be administered for a 24-hour period before clearance from a doctor is requested to rule out the possibility that such pain relief could be masking the symptoms of something more severe.
- Teachers require open communication with parents to ensure information regarding what pain relief has been administered to children prior to their attendance each day.
- In cases where the pain from teething is so intense it impacts on the child's ability to fully participate in the programme, the centre manager reserves the right to request a parent keep their child at home until they are well.

LINKS TO:

- Child Health Policy
- Medicine Policy

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Collaboration with Parents Policy

Policy Ref

PN0271

Policy

Collaboration with Parents Policy

Te Whāriki

Belonging - Goal 2: Children and their families experience an environment where they know that they have a place.

Rationale

Te Whare Whai Hua aims to make communication with whanau as open, regular and informative as possible. We recognise that while whanau are interested in all aspects of the Centre they are often restricted by time. We have therefore instigated a variety of communication means.

Procedures

- Kaiako aim to verbally communicate with parents daily.
- Whiteboards or notices are located near main entranceways to communicate necessary information to all parents. These boards are updated daily.
- Programme information is displayed prominently in each learning area.
- Regular newsletters specific to each Te Whare Whai Hua learning area are written. These are made available to parents both by social media and in hard copy.
- There is a day book for recording and communicating relevant information to whanau. Likewise, whanau can leave messages or information for Kaiako to read.
- Kaiako at Te Whare Whai Hua meet with parents twice a year for 'Mihi, kihi, korero' to discuss their child's development and any issues of importance. Kaiako also invite individual meetings/discussions to take place as required.
- Parents and whānau are encouraged to participate in annual policy reviews.
- E-Portfolios are used to show learning and development following the children's interests, if whanau chose to use this medium.
- All policies are available to parents in our 'Whanau Information Area', located in the middle foyer.
- Nappy changes, toileting and sleep times are recorded in 'Nappy Changing' charts.
- Story Park, an online communication software programme is used to share children's learning and experiences with individual parents and as a tool for corresponding Centre newsletters and information. This is a secure site and permission will be gained from parents on enrolment.
- Whanau are encouraged to communicate with teachers and management freely and we greatly value their contributions.
- Kaiako are bound by confidentiality and are not permitted to release any information concerning another child's health or behavior.
- Whanau will be informed of any accident or serious incident that concerns their child on the same day and in a timely manner.

LINKS TO:

- Key Teacher Policy

- Privacy Policy

Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. GMA1, GMA2, GMA3, GMA4. C11, C12, C13.

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Financial Management Policy

Policy Ref

PN0271

Policy

Financial Management Policy

Te Whāriki

Belonging – Goal 3: Everyone experiences an environment where they feel comfortable with the routines customs and regular events.

Rationale

Good financial management practices ensure the long term viability of any service. Financial management systems are the responsibility of the Chief Executive at Te Aka Ora. All income and expenditures are managed through the Trust. Financial management procedures are monitored by Finance contractor employed to provide accountability and transparency for public and trust funds.

Procedures

- Te Whare Whai Hua administration is guided by qualified management to account for all public funds
- Te Aka Ora Trust employs capable management team to manage all income and expenditure
- All financial delegations are approved by the Board
- The Te Whare Whai Hua centre manager develops budgets and seeks approval for expenditure
- All accounting standards are maintained according to the Charities commission requirements
- The Chief Executive and delegated staff provide monthly reconciliation and full financial reports to the Board.
- All income is generated by INFO CARE management system which records all data required to account through RS 7 returns to the Ministry of Education
- Te Whare Whaia Hua will follow the ECE Funding Handbook 2016 and its amendments
- All income and expenditure are subject to annual audit managed by Te Aka Ora management team.

- The centre's financial year ends on 30 June and audited financial accounts can be made available on request after the AGM.
- Parent fees and government bulk funding are paid into Te Aka Ora Charitable Trust accounts via automatic payment authority, subject to the provision of accurate data.
- The administration roles are under direction from the Chief Executive to ensure alignment
- Cash payments for late fees or outings are banked weekly.
- All accounts receivable, WINZ statements, Parents Fees, Info Care are reconciled monthly
- Annual expenditure and receipts are provided separately at the end of the financial year by request.
- All parents will be invoiced weekly
- Bad debts are limited to $200 per whanau
- Physical assets will be managed through regular asset management schedule in consultation with staff and with Lytton High School- Resource Committee.

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Out of School Care Policy

Policy Ref

PN0272

Policy

Out of School Care Policy

Te Whāriki

Belonging – Goal 1: Connecting links with the family and the wider world are affirmed and extended.

Rationale

Te Whare Whai Hua centers specifically cater for children from three months to five years old. School holidays are not a holiday for Te Whare Whai Hua and we continue to plan and provide a quality programme for the children attending.

Procedures

- School aged children may only attend during the school holidays if there is a space available and their parents/ guardians are present at all times.
- No provision will be made for school aged children to attend after 3pm each day during term time.
- Any child attending out of school time must either have attended Te Whare Whai Hua themselves, or have a sibling currently attending.
- Any children attending must fit in with our existing ratio.
- Children of staff attending the centre will be supervised and managed to avoid risk to others and to any property of Te Whare Whai Hua.
- Teachers and management reserve the right to decide if a child is too advanced or disruptive to continue attending after their fifth birthday.

Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. GMA8.

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Community Support in ECE

Policy Ref
PN0273

Policy
Community Support in ECE

Description
Te Aka Ora has the following guidelines within Te Whare Whai Hua which will enable provision of community support within the Centre.

Purpose
To assist whanau within the centre by ensuring we are offering support to our community and whanau. Ensuring there are additional supports in place for whanau outside of the Ministry of Education office.

Scope
All community support offered and provided by Te Aka Ora within the Early Childhood centre, on top of the requirements of Ministry of Education will be provided with the best intentions to support families within the centre in an attempt to alleviate poverty.

Procedure
On public holidays and continuous absences, it is at the digression of the Chief Executive in relation to charging or not, whanau for days of missed attendance.

There are occasions when the centre may be able to support whanau with extra support, the whanau will need to seek support through the staff at the centre whom will escalate to the Chief Executive whom will review and make a decision on support outcome.

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Parent Induction Policy

Policy Ref

PN0274

Policy

Parent Induction Policy

Te Whāriki

Belonging - Goal 1: Children and their families experience an environment where they know they have a place, where they feel comfortable with the routines, customs and regular events.

Rationale

Parents and children need to feel welcome and comfortable in their new environment. Te Whare Whai Hua teachers will encourage and support parents and children in their transition to Te Whare Whai Hua.

Procedures

- Parents are taken through an induction plan by their child's kaitautoko when newly enrolled at Te Whare Whai Hua or when a child makes a transition within the centers.
- The parents/caregiver and child are introduced to all teachers with a special emphasis on the key teachers working with their child.
- The new child's key teacher and their role will be clarified
- The Whanau and Head teacher will ensure the enrolment details are collected and stored in correct manner.
- A designated place for the child's bag and belongings will be prepared and labeled as soon as it can be prepared
- All food allergies, medical conditions are also discussed in this process to ensure management strategies are clarified for all staff in the unit (Te Puawai or Te Rito).

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Personnel Policy

Policy Ref

PN0275

Policy

Personnel Policy

Te Whāriki

Belonging - Goal 2: Teachers experience an environment where they know that they have a place.

Rationale

At Te Whare Whai Hua we value our teachers and choose to employ only the best. They are the most valuable resource the children in our centers have. Our teachers need to be nurtured, developed, valued and rewarded in order for them to reach their full potential.

Procedures

- All teachers employed by Te Whare Whai Hua are over 17 years of age.
- In accordance with government regulations, Police vets are performed on all prospective, non-certificated, Te Whare Whai Hua employees and every three years thereafter.
- Te Whare Whai Hua ensures adequate resource and work spaces are available to all teachers.
- While employed at Te Whare Whai Hua, teachers are given encouragement and financial assistance to further their experiences and qualifications in early childhood. See Professional Development Policy.
- Te Whare Whai Hua is committed to maintaining its low teacher turnover by being good and fair employers.
- All Kaiako at Te Whare Whai Hua are working under NZEI Collective employment agreements until October 1, 2016. (new negotiations started July 2016)
- Management respects the right of all employees to gain NZEI membership.
- Te Whare Whai Hua has a Policies and Procedures booklet. This manual covers, philosophy, and the Te Whare Whai Hua policies.
- Any personal grievance should be in writing addressed to the Chief Executive, Te Aka Ora Charitable Trust. If the grievance is still unresolved outside mediation will be sought.
- The Chief Executive is the Privacy Officer for Te Whare Whai Hua.
- All confidential personnel files are kept under lock and key at Te Aka Ora main officeat - 9 Temple Street.
- Job descriptions are reviewed annually and kept on your personal file.

Review: Required at Expiry of NZEIR Collective October 2016

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Privacy Policy

Policy Ref

PN0276

Policy

Privacy Policy

Te Whāriki

Well-being - Goal 3: Children, families and employees experience an environment where they are kept safe from harm.

Rationale

At Te Whare Whai Hua we recognise and respect families and teachers' individual rights in protecting their privacy.

Procedures

- The Te Whare Whai Hua Chief Executive is the Privacy Officer for Te Whare Whai Hua. All confidential personnel files are kept under lock and key.
- Permission is sought on enrolment via a signed enrolment form for the use of children's digital images for the purposes of:
  - Programme planning
  - Te Whare Whai Hua publications (*The Space magazine*, resource books, conference handouts etc.)
  - Te Whare Whai Hua events (workshops, conferences etc.)
  - Story Park secure online communication software
  - Facebook – at designated sites that have a public Facebook page
- Student teachers are required to seek and gain signed parental permission for assignments when documenting their experiences with children at Te Whare Whai Hua.
- Separate written consent will be sought for any children involved in research undertaken in Te Whare Whai Hua Centre's.
- All members of the Te Whare Whai Hua community, families, teachers and all other employees, recognise the privacy of the families attending Te Whare Whai Hua. They will seek consent before using images of employees, children or families on any social networking site.
- Te Whare Whai Hua employees understand that photographic and video footage of children's learning experiences recorded on digital devices (either personally owned or the property of Te Whare Whai Hua) such as mobile phone, e-pads, and other recordable electronic equipment will only be used within the context of learning stories, Centre documentation, group planning and on Story Park.

LINKS TO: Collaboration with Parents Policy, Social Media Policy

Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. GMA12.

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Professional Development Policy

Policy Ref

PN0277

Policy

Professional Development Policy

Te Whāriki

Contribution - Goal 3: Teachers experience an environment where they are encouraged to learn with and alongside others.

Rationale

At Te Whare Whai Hua we encourage our teachers to further their experience and qualifications. Funding for the professional development of teachers is built into the budget.

Procedures

- A generous budget is allocated for professional development requirements at each Centre.
- Teachers wishing to embark on training of any kind must apply to their Centre manager for assistance.
- Te Whare Whai Hua teachers have free access to the Te Whare Whai Hua Early Childhood Institute library, resource room, courses, environment design and publications.
- The success of any teacher's application for financial assistance will be performance, needs, and costs based.
- Professional development requirements are identified through our six monthly appraisal and teacher certification process.
- All decisions regarding the allocation of budgeted staff training funds will be entirely at the discretion of the Centre manager and the Chief Executive.
- All information received on courses will be circulated.
- Te Whare Whai Hua teachers are given opportunities to write, publish and present for the Te Aka Ora Charitable Trust.
- A student contract will be drawn up between the individual teacher and the Centre management in the case of long term ECE qualification training.
- Teachers are encouraged and supported in making applications for professional development release days.

Licensing Criteria for Early Childhood Education and Care Centre 2008 and Early Childhood Education Curriculum Framework. C4.

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Relievers Policy

Policy Ref

PN0278

Policy

Relievers Policy

Te Whāriki

Belonging - Goal 3: Relievers experience an environment where they feel comfortable with the routines, customs and regular events.

Rationale

Te Whare Whai Hua aims to provide a consistent environment for children, parents and teachers. We also appreciate the need for our permanent teachers to complete professional development, take annual leave, and special leave. To ensure an appropriate ratio is kept at all times we are required to utilise relieving teachers. These teachers require some guidelines to ensure they are acting in accordance with Te Whare Whai Hua policies and procedures.

Procedures

- Managers will ensure that relievers are given a brief induction before commencing work with the children.
- A folder will be made available to new relieving teachers so that they may become familiar with significant policies, procedures and practices. This folder will also contain relevant contract, tax and police vet paperwork to be completed prior to starting work.
- If a relieving teacher is present in the environment this information will be communicated to parents via the day book.
- Centre managers will use their discretion when making the decision to allow a new relieving teacher to take on roles of responsibility such as group time and intimate care routines. Children's comfort levels will be considered with regard to this also.
- Te Whare Whai Hua is committed to accessing the best relievers possible. Whenever possible Te Whare Whai Hua will employ a regular qualified reliever.
- Te Whare Whai Hua compiles a list of preferred regular relievers for all Centre's to access.

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Self-Review Policy

Policy Ref
PN0279
Policy
Self-Review Policy
Te Whāriki

Contribution – Goal 3: Teachers experience an environment where they are encouraged to learn with and alongside others.

Rationale

At Te Whare Whai Hua we are constantly reviewing and improving our teaching, management, environments and practices. Self-Review is a process through which early childhood education services evaluate the effectiveness of what they do, with the aim of improving their practice.

Procedures

Self-review is regular and ongoing and will include the following:

- Team meetings are held regularly in each learning area and important issues such as upcoming events, transitioning children and programme reviews are discussed.
- Parent questionnaires are distributed annually. Feedback guides review decisions.
- Management meetings are held between the Chief Executive and Centre Manager each month. Decisions made guide philosophies, planning and continued improvements.
- Kaiako only days are held twice annually. These give teams the opportunity to review practices, policies, procedures and programmes.
- Whanau meetings ensure parents are consulted and informed on all aspects of their children's education.
- Performance appraisal and teacher certification ensures teachers are reflecting on their own practices and performance as well as gaining feedback, advice and guidance from mentors.
- Management plans and strategic plans highlight areas of focus indicated by each team and their community as important for review, growth and development.
- The formal self-review system is outlined in the Te Whare Whai Hua framework for *Self-Review: a process for quality improvement.* Teaching teams work together to review their practices and these are documented in the Centre's self-review folder.
- Te Whare Whai Hua self-review is documented by the Centre Manager.
- The templates in the self-review process provide guidelines for ongoing review. The review process has no time limit as these will vary depending on what is being reviewed.

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Student Teachers Policy

Policy Ref

PN0280

Policy

Student Teacher Policy

Te Whāriki

Belonging - Goal 2: Students experience an environment where they know that they have a place.

Rationale

At Te Whare Whai Hua we enjoy the input that student teachers have to offer our Centre, teachers and children. Teachers appreciate students who are able to get down to each child's level, use their initiative, and respect all children and the knowledge and experience of our teachers. Most importantly, we enjoy seeing students playing with the children at their level and enjoying their work. The following procedures have been formulated to offer each student guidance in their practices.

Procedures

- Teachers employed at Te Whare Whai Hua who happen to be in Centre-based training courses are considered 'teachers' and not 'students.'
- No student is to be left alone with any child or group of children.
- No visiting student is to change or toilet any child without supervision.
- No student is authorised to administer first aid or medicine to any child.
- All students are to be made to feel welcome and part of our team for the duration of their teaching experience.
- Students are to be made aware of emergency procedures.
- Students are to be made aware of any allergies or special care requirements for individual children.
- Students are required to refer all problems, queries or suggestions to permanent teachers.
- All teachers are to make themselves approachable to students.
- Students need to familiarise themselves with Te Whare Whai Hua procedures and policies.
- Students sign an individual contract with their associate teacher which outlines details such as start and finish times. Breaks for lunch are negotiated with the student's associate teacher and morning and afternoon tea breaks are ten minutes.
- A folder with information specific to students is available in the staff room office and students should make themselves familiar with this folder.
- Students are permitted to use the phone at breaks or lunch time but be respectful of the fact that parents are often trying to phone in.
- Students must notify their associate teacher if they are ill and unable to come to work.
- Parents are notified of the presence of any student via the daybook.
- All students are required to display a personal profile intended as an introduction for parents to read.
- Parents will be informed and when possible introduced when students are in the Centre.

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Teacher Certification Policy

Policy Ref

PN0281

Policy

Teacher Certification Policy

Te Whāriki

Contribution – Goal 3: Teachers experience an environment where they are encouraged to learn with and alongside others.

Rationale

Te Whare Whai Hua recognises teacher certification as a means of ensuring that all certificated teachers meet a national quality standard.

Procedures

- Te Whare Whai Hua will meet all costs involved in gaining and renewing teacher certification within reasonable time frames.
- Provisionally certificated teachers at Te Whare Whai Hua will take part in our own induction and mentoring programme towards full certification.
- Fully certificated teachers will be responsible for keeping their certification practicing certificate current.
- Fully certificated teachers will provide mentorship, and induction to provisionally certificated teachers at Te Whare Whai Hua.
- All expectations for certification mentors as well as certificated teachers are outlined in the Te Whare Whai Hua Performance *Appraisal and Teacher Certification pack.*
- Newly qualified teachers will receive an increase in pay only once their provisional certification is confirmed.
- Te Whare Whai Hua mentoring teachers will only endorse provisionally certificated teachers in the completion of the certification process if they successfully meet the New Zealand Education Council's Certification Criteria.

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Teachers as Parents Policy

Policy Ref

PN0282

Policy

Teachers as Parents Policy

Te Whāriki

Belonging - Goal 2: All teachers, parents and children experience an environment where they know that they have a place.

Rationale

Some teachers at Te Whare Whai Hua are also parents of young children. A child should not be expected to distinguish between their parents' separate roles of teacher and parent. To ensure all parties concerned are clear on their roles and expectations the following procedures apply to all Te Whare Whai Hua teacher/parents who choose to use our service.

Procedures

- Children of Te Whare Whai Hua teachers may attend the Centre where their parent is teaching. Management discretion will be used to monitor and review the success of each individual arrangement and take action as appropriate.
- Teacher/parents are required to complete all normal enrolment and parent procedures (i.e. application, enrolment forms, permission slips, signing of register, signing for medicine, paying for outings etc.).
- The child of a teacher/parent and all other children will be treated equitably by all Te Whare Whai Hua teachers.
- Other teachers are to provide feedback to the teacher/parent in the same way as they might any other parent.

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Appendix A

Children's Act 2014

Compliance Advice for Employing Staff

June 2017

Submitted to Board for Approval	28 June 2017
Review content date	01 May 2018
Amendments	03 July 2017
Amendments	31 March 2024

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Summary

1. Part 3 of the Oranga Tamariki Act (2019) aims to protect children (those aged under 18) by requiring that people who work with children in New Zealand in certain contexts must be 'safety checked', and by prohibiting those convicted of certain crimes from working in key roles with children.

2. Work can include both paid work, and unpaid work undertaken as part of an educational course, so both Trust staff and students may be subject to the VCA.

3. The VCA only applies to 'children's workers', defined as those who work:
   - with children
   - in a regulated service (e.g. health care, counselling, school-level education, etc.)
   - with regular or overnight contact with those children without the parent or guardian of each child being present.

   Note: flowcharts are provided on pages 5-7 of this document to assist in determining if the VCA is relevant to particular staff or students.

4. Most Trust work is not considered a regulated service in this context, but there may be exceptions such as:
   - regulated services provided within the Trust or associated entities (e.g. dental clinics, the Trust childcare facility)
   - student or staff placements (e.g. in hospitals or schools)
   - student or staff research activities carried out in the context of regulated services.

5. Trust staff and students who are considered children's workers will need to be safety checked, which involves:
   - confirming identity using a prescribed process
   - considering prescribed information
   - undertaking a risk assessment.

   Note: see pages 9-15 of this document.

6. Safety-checked children's workers must be rechecked every three years.

7. There are rolling dates for implementation of VCA requirements (see the separate 'VCA Implementation Schedule' document).

8. Under the VCA, it is expected that the Trust will carry out safety checks on staff and students carrying out work, study or research in external regulated services and the requirements and expectations of these services will need to be taken into account *(see page 8)*.

9. Trust divisions, departments and other relevant units are responsible for ensuring that:
   - programmes which involve relevant contact with children have documented processes in place for safety checking students
   - the staff and students who are considered children's workers are safety checked
   - that details of student and staff safety checks are recorded and managed in accordance with the Privacy Act and relevant Trust policy
   - that three-yearly rechecking is carried out as appropriate.

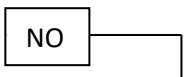
10. The purpose of this document is:
    - to assist departments and other units with identifying staff and students who may be considered children's workers, and who will thus need to be safety checked
    - to clarify who is responsible for undertaking all or components of safety checking processes
    - to provide information and associated template documents to assist with safety checking, and ensure this is carried out in a manner compliant with the VCA
    - to provide advice on associated issues.

The following definitions are used in this document in relation to the relevant parts of the Vulnerable Children Act:

Children	Persons aged under 17 years
Work	For the purposes of the Act may include paid work, or unpaid work undertaken as part of an educational or vocational training course (i.e. the Act potentially applies to both staff and students)
Children's Worker	A person involved in working in a regulated service with children, with regular or overnight contact with those children, without the parent or guardian of each child of parent being present
Core Worker	A children's worker (as defined above) who has primary responsibility for children in their care, or who is left alone with children without other workers being present
Non-core Worker	A children's worker (as defined above) not in the core worker category
New Children's Worker	A staff member or student newly employed or engaged in a children's worker role
Current Children's Worker	A staff member or student already employed or engaged in a children's worker role
Regulated Service	Particular services covered by the Vulnerable Children Act and summarised in Appendix 1, including welfare, counselling, health and school services in New Zealand
Specified Offence	Particular criminal offences which, barring a special exemption, prevent a person from being a core children's worker (see Appendix 3)

Flowchart for Determining if the VCA applies to a Service or Programme

This flowchart should be used for house residents, which should be considered in terms of the



structure and planned activities of the programme

Will any staff, at any time in the programme, be carrying out their duties studies in the context of a regulated service[1]?

YES

Will there be other staff be physically present in the same space as their child such that they have effective practical oversight of their child at all times.

NO

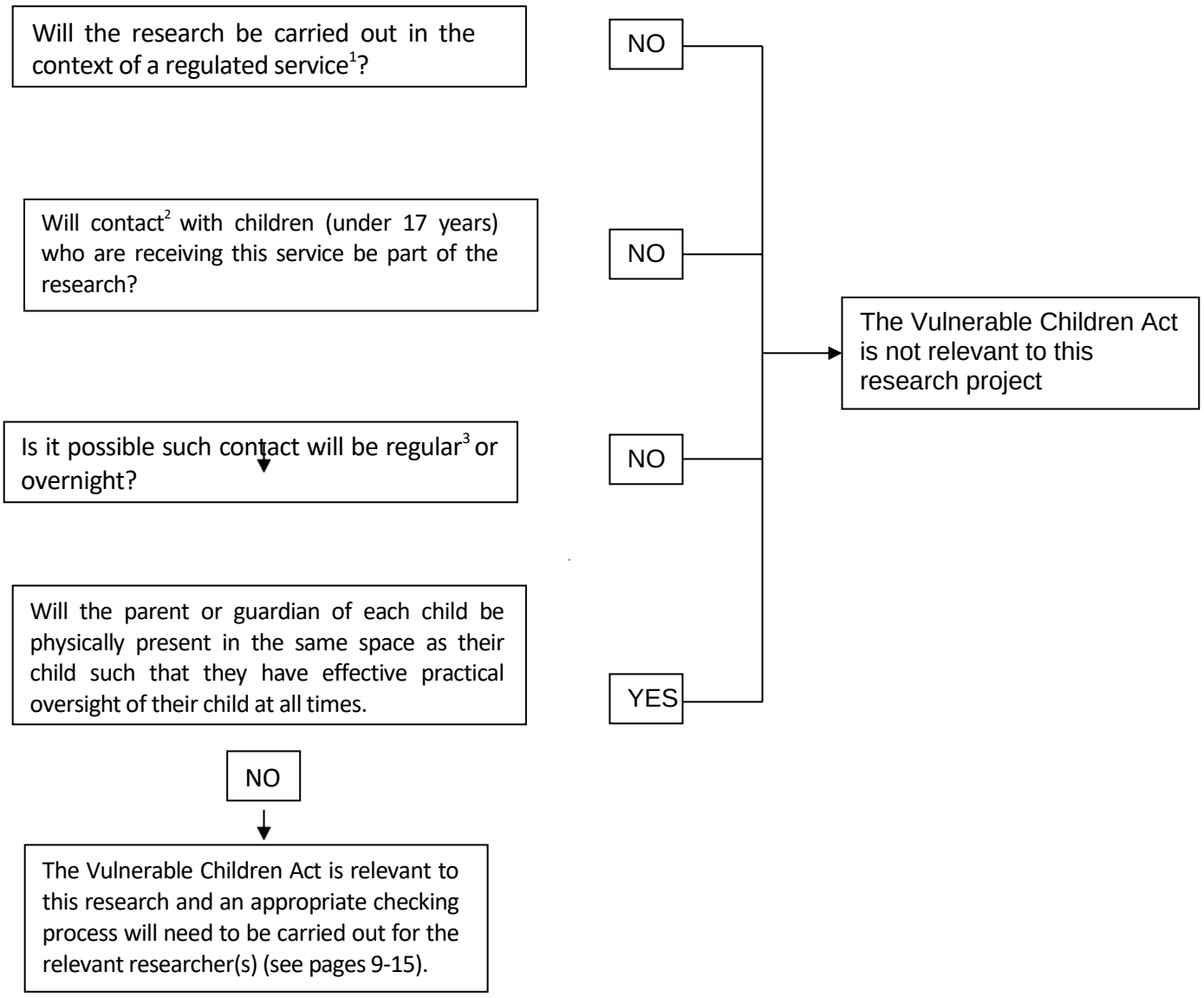
The Vulnerable Children Act is relevant to residents in this programme and appropriate checking process will need to be put

1. Regulated Services are summarised in Appendix 1 and include welfare, counselling, health and school services within New Zealand. Trust teaching activities are not included except where they involve the delivery of, or take place in the context of another party's delivery of, these services.
2. Contact is defined as physical contact, oral communication in person or by telephone, or communication through any electronic medium.
3. Regular Contact means that during any defined period (e.g. a placement) a student would be expected to have relevant contact with a child or children at least once per week, or four days per month.

Flowchart for Determining if the VCA applies to a Volunteer or Student Placement Project

This flowchart should be used for student and staff research projects requiring ethical approval. Separate flowcharts exist for coursework in programmes and staff activities other than research.

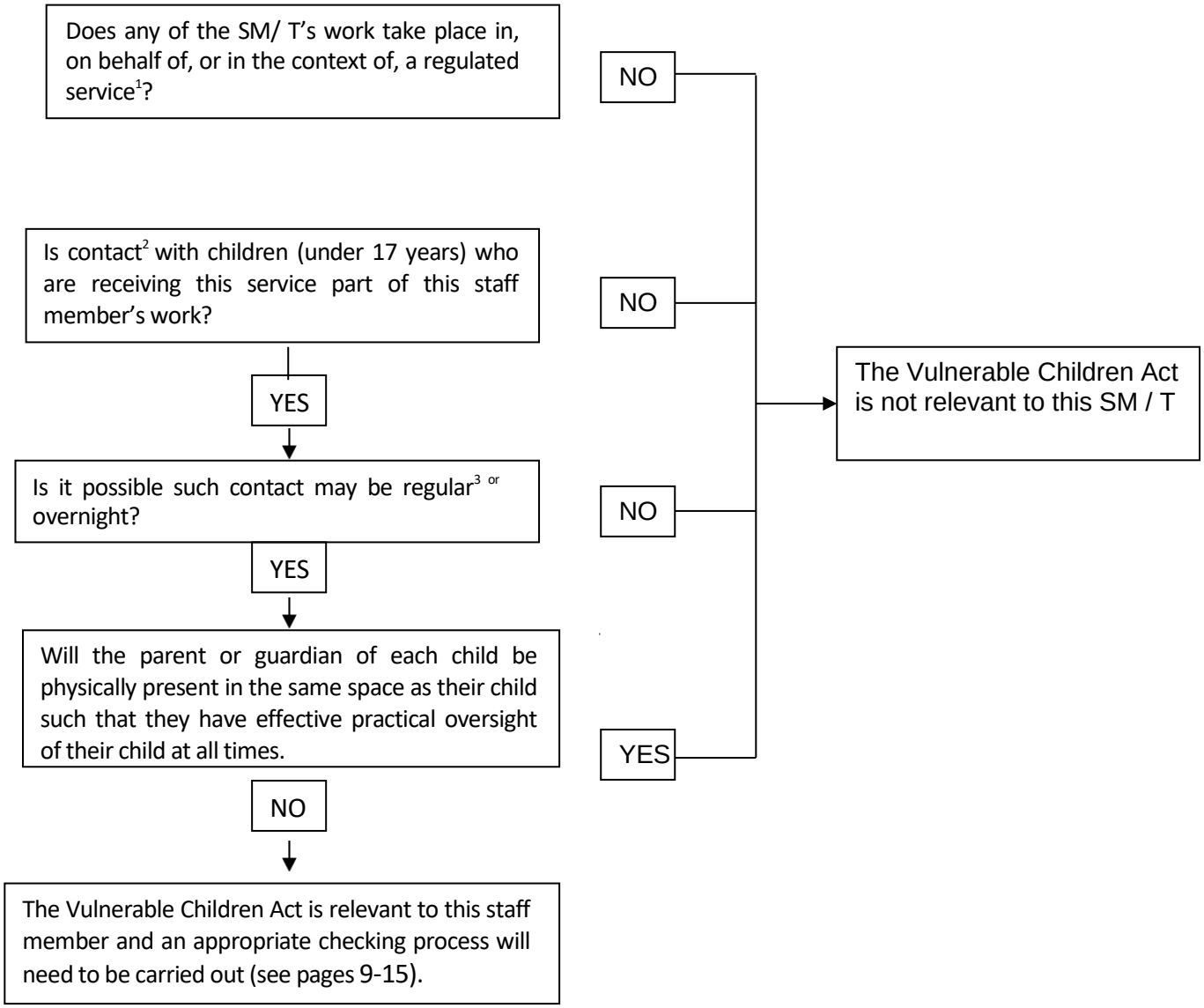
YES



1. Regulated Services are summarised in Appendix 1 and include welfare, counselling, health and school services within New Zealand. Trust research activities are not included except where they involve the delivery of, or take place in the context of another party's delivery of, these services.
2. Contact is defined as physical contact, oral communication in person or by telephone, or communication through any electronic medium.
3. Regular Contact means that during the research or some period of it (which period may or may not yet be specifically identifiable), the researcher would be expected to have contact with a child or children, in relation the research in question, at least once per week across multiple successive weeks, or at least four days per month.

Flowchart for Determining if the VCA applies to a Staff Member (SM) and a Trustee (T)

This flowchart should be used to determine the relevance of the Vulnerable Children Act to staff activities except for research projects requiring ethical approval. Such research projects should be considered on a case-by-case basis using the *Flowchart for Determining if the Vulnerable Children Act applies to a Research Project*.



1. Regulated Services are summarised in Appendix 1 and include welfare, counselling, health and school services within New Zealand. Trust research, teaching and administrative activities are not usually included except where they involve the delivery of, or take place in the context of another party's delivery of, these services.
2. Contact is defined as physical contact, oral communication in person or by telephone, or communication through any electronic medium.
3. Regular Contact means that the staff member would be expected to have contact with a child or children as part of their Trust work at least once per week or at least four days per month.

Liaison with External Organisations

In many instances in which the Trust carries out VCA safety checks on staff, volunteers and students, such staff or students will be working with children in the context of external organisations. These organisations will need to be satisfied that Trust processes for safety checking are robust.

In the majority of cases, particularly where contact is not part of an ongoing programme or initiative, it may be sufficient for the external organisation to know that all relevant staff or students are safety checked. Where more information is required, an open approach in discussing the Trust's safety checking processes is encouraged. In this context, the following may be useful:

- Directing to relevant Trust policy and documents (such as this guide).
- Detailing specific safety checking processes which have been established (see the 'Safety Checking' sections on pages 9-15 of this Guide).
- Providing information on the staff that are responsible for making risk assessments as part of the safety checks carried out in your area.
- Providing information on criteria applied in determining safety and any additional checking processes which are carried out when a risk is identified.

While openness is encouraged in discussing safety checking processes with relevant external organisations, privacy law means that details of individual applicants should never be shared with external organisations without the consent of the applicant first being obtained. If there is concern about an individual during the safety checking process and liaison with external organisations about their specific case is deemed necessary, the applicant's explicit written consent is required for this to occur.

For ongoing programmes and initiative which involve agreement with a number of different external institutions, coordination of agreements and processes is recommended. Where wide-ranging agreements are necessary, these should preferably be sought with higher-level bodies rather that individual institutions.

Safety Checking

Safety checking: summary of requirements

The following table summarises the safety checking requirements in different cases and may be used to ensure all required steps have been carried out or included in planned processes.

- **New Children's Workers** are staff or students newly employed or engaged in children's worker roles.
- **Current Children's Workers** are staff or students already employed or engaged in children's worker roles.
- **Rechecking Requirements** are for staff or students who have been previously checked by the Trust and who need to have their safety-checked status renewed.

A staff member who is already employed by the Trust in a non-children's worker role, who, within the context of their current role, begins working with children (for example an academic staff member who initiates a research project with children to which the VCA applies) may be treated as a Current Children's Worker in terms of the safety checking requirements outlined below. That is, the person need not supply a five-year work history, and interview and referee checks are not required. This provision can also be applied to currently enrolled postgraduate research students in some instances (see page 15).

Safety checks must be completed before the person commences work as a children's worker, or continues such work (after the relevant date under the VCA implementation schedule – see the *Vulnerable Children Act Implementation Schedule* document for more information – or the relevant date for rechecking).

	New Children's Workers	Current Children's Workers	Rechecking Requirements
Identity verification using prescribed process	✓	✓	✓
Confirmation of no name change since last check/name change process	✓	✓	✓
Consideration of five-year work history	✓	✓	✓
New Zealand Police vet	✓	✓	✓
Interview	✓	✓	✓
Referee check	✓	✓	✓
Seeking information from any relevant professional organisation, licensing or registration authority	✓	✓	✓
Risk Assessment	✓	✓	✓

A template checklist to assist in ensuring VCA requirements have been met is provided on page 23.

Safety checking: required information from applicants

To initiate safety checking, it is recommended that information and authorisations be collected from the staff member. Required information is as follows:

Information	*Type/notes*
Name	Administrative
Staff	Administrative
Details of any convictions	Required
Authorisation for a New Zealand police vet on appropriate documentation	Required for all checks
International police certificates for any country in which the applicant has lived across the last five years	Recommended (not required by VCA)
Identity verification documentation*	Initial checks only
Confirmation of no name change since last check or name change verification documentation	Rechecks only
List of professional organisations, licensing and/or registration authorities of which the applicant is a member	Required for all checks
Five-year work history	New Children's Workers only
The name of a referee or referees who can be contacted, who must not be related to the applicant or a member of their extended family	New Children's Workers only

Note that because of the requirement for original identity documents under the VCA (see below) it may not always be practical for applicants to provide the required documentation as part of their application. In such cases the applicant should be required to declare that they will provide such documentation before commencing their work with children.

Safety checking: identity verification

Identity verification may be carried out through an electronic identity verification service such as RealMe (www.realme.govt.nz), but is expected this won't be available for most applicants. For this reason, document checking will normally be used. Identity documents must be **originals presented in person**, and must include:

A primary document to establish the identity exists (passport, NZ citizenship certificate, NZ birth certificate issued after 1

January 1998 with unique ID number, etc.)
A secondary document to establish the identity is a living identity (NZ drivers licence, student photo ID card, employee photo ID card, etc.)

A full list of permitted ID documents is provided in Appendix 2 on page 20.

The staff member receiving the identity documents should take copies of these and verify that they have sighted the originals; this should include their name and the date on the copy. These should be kept as part of the safety check file for the applicant in question. For staff these will be held by Human Resources. The applicant's identity must be linked to the identity provided. This requires that at least one of the forms of ID provided contains a photo.

It must also be established that the applicant is the sole claimant of the identity within the organisation. For any enrolled student, this will have been carried out centrally as part of admission processes. For staff it will be carried out by Chief Executive as part of the recruitment process. No additional checks are required by departments.

Note that police vetting also requires identity verification. Advice on practical processes for meeting both identity verification requirements is provided on page 15 below.

Safety checking: name change process

Identity checks are not required when three-yearly rechecking is carried out. Identity documentation is only required if a student or staff children's worker has changed their name since the last check.
A list of the documents which can be used to verify a name change is provided in Appendix 2 on page 20.

Safety checking: police vetting

Police vetting is required for safety checking of all children's workers.

Technically a new police vet need not be sought where it can be confirmed that the person in question belongs to a professional organisation or licencing or registration authority which has carried out a police vet in the last three years and routinely carries out police vetting of members at intervals of not more than three years. However, because information about convictions cannot be shared across organisations, it is generally recommended that the Trust conduct an independent police vet in such cases.
There are a number of designated staff in the Trust who are able to seek police vets on your behalf. For staff checks:
Please contact Tammy Chaffey- Administration

For student checks please contact (as appropriate):
Tertiary Provider Placement Liaison EIT, Te Rito Maioha, Te Wananga o Aotearoa

Police vetting has its own identity verification and consent processes, which are described at http://www.police.govt.nz/advice/businesses-and-organisations/vetting/vetting-process. Applicants are required to complete a consent form which also has sections for the Trust to complete. The form is available at http://www.police.govt.nz/advice/businesses-and-organisations/vetting/forms. Further advice on identity verification for both the VCA and police vetting is provided on page 15 below.

If seeking a police vet through one of the nominated student contacts above, departments shall normally be responsible for receiving the police vet consent form and verifying identity before sending to the contact to formally seek information from the police. The vetting process is described in more details at http://www.police.govt.nz/advice/businesses-and-organisations/vetting/vetting-process

Information provided for vetting purposes has the Government security classification 'in confidence' and must be securely stored and destroyed (including deletion of electronic copies) once no longer needed and within 12 months of being provided.

It is noted that police vetting may take up to 20 days (or longer at peak periods); this should be considered in terms of planning.

Staff who have not previously lived in New Zealand are still required to be New Zealand police vetted. It is recommended that such students/staff be asked to provide copies of police certificates from any country in which they have lived across the

last five years. If such certificates cannot be obtained, they should be required to make a declaration that they have sought but cannot obtain such certificates. Note that police vetting requires a New Zealand residential address, so international applicants may not be able to seek a police vet until living in New Zealand. In such cases they should confirm as part of their application that they have not previously lived in New Zealand, and the police vet should be completed at a later time but **prior to their commencing their work with children**.

Safety checking: interview

All New Children's Workers must be interviewed. This can be carried out face-to-face or via telephone or other communications technology (e.g. Skype). The interview may be incorporated into existing interviews, and the level of questioning may be based on an initial assessment of risk from information provided by the applicant, police vetting and referee checks.

At a minimum, something like the following question should be asked:

Is there any reason why we should have concerns about your suitability for working with children?

Further questions may be asked if necessary, either due to concerns arising from an initial risk assessment or from the answer to this question.

Safety checking: referee checking

Referee checks are required for all New Children's Workers. Written references are recommended but telephone references are also acceptable, so long as a written record of the conversation is kept. It is strongly recommended that reference be made to the VCA and to the applicant's needing to work with children in communications with referees. Questions should be relatively open-ended and, as for the interview, should be centred on a question such as:

Is there any reason why the Trust should have concerns about the applicant's suitability for working with children?

Safety checking: professional organisation checking

Where an applicant has identified that they belong to any professional organisations, licensing or registration authorities, the Trust must, for at least one of these:

confirm that the applicant is a currently a member of the organisation or currently licenced or registered by the organisation (which may be done via public records online);
AND/OR
seek information from the organisation or authority relevant to the applicant's suitability for working with children.

If an applicant has identified that they belong to a body which has carried out a New Zealand police vet of them in the last three years, and which routinely carries out police vetting of members at intervals of not more than three years, this body can be contacted to confirm this and this will technically meet VCA requirements. However, particularly for job applicants, it is recommended that a new police vet normally be sought to ensure claims made by the applicant about any convictions or lack thereof can be independently verified by the Trust.

Safety checking: risk assessment

Risk assessment following the collection of all information involves a professional judgement. It is noted that a risk-averse approach may be favoured to ensure the safety of children. Countering this, care must be taken not to prevent people from working or studying where risks are minimal. Ultimately, the question to be considered for each applicant is:

Would this person pose an undue risk to children in the child worker role they plan to undertake?

The following should be taken into consideration:

The VCA contains a list of **specified serious offences** (see Appendix 3 on page 21). It is **unlawful** for a an organisation to employ or engage person who has been convicted of one of these offences as a 'Core' children's worker (that is a children's worker who has primary responsibility for the children in their care, or who will be the only children's worker present with children at any time).
Other offending, and concerns from interviews or reference checking, should be considered in the context of the work the applicant will be doing. The time since any conviction, and the age of the applicant at the time of the offence, may also be taken into account.
Where there are concerns about the suitability of an applicant to be a children's worker, the applicant may be asked to provide further information.
If an applicant has deliberately provided misleading or incorrect information, this should usually be taken as a strong indication that they should not be considered suitable to be employed or engaged as a children's worker.

Chief Executive should undertake risk assessments. The use of a panel of staff or community members is recommended to ensure consistency of decisions and lack of bias. Appropriate processes for risk assessment will need to be developed in each relevant area.

Advice on planning and carrying out safety checking and rechecking

The following advice might be taken into account in planning and executing safety checking processes:

Integration with existing processes
Where possible, safety checking requirements should be integrated with existing processes, including existing recruitment, admission and interview processes.

Information provision
Where programmes require staff to be safety checked, it is recommended information on this is provided in material relating to the programme. This might state something like the following:

As students in this programme will be required to work with children in a regulated service as part of their training, safety checking (including a New Zealand police vet, interview, reference check and risk assessment) of all applicants shall be carried out as required under the Oranga Tamariki Act 2019.

Information will also be made available on the Trust's webpages and in publications as appropriate.

Safety checking requirements should also be made clear in recruitment advertising and during the recruitment process for Trust children's worker jobs. Contact the Chief Executive in relation to advertised vacancies or the relevant Administrator.

Communication processes

Processes should be put in place to communicate the outcome of safety checks. This can be integrated into existing processes if possible.

Timing of processes

Timeframes for receiving police vetting information should be considered in setting application dates etc. Police vetting may take up to 20 working days in non-busy periods and longer at peak periods. The VCA will also increase pressure on police vetting services. Sufficient time (at least 6 weeks is recommended) should be allowed for this part of the process.

Consideration should also be given to the best time to run safety checking processes, particularly for students who may not have contact with children immediately in their programme (checks must be carried out before contact with children takes place). Generally, assessment at admission is best, but for long programmes with contact only late in the programme, later checking may avoid a need to recheck students. This needs to be weighed against the risk of a student who has already completed a significant part of the programme not being able to complete their studies. See also the section on postgraduate research students below.

Interviews for students

If interview questions for students cannot be added to an existing interview process, interviews may be best conducted over a one or two-day period on a rolling basis, particularly if student numbers are high. This could be combined with identity verification processes (see below).

Interviews for staff

It is expected interview questions for staff who are considered children's workers as part of their ongoing key work would be asked as part of the recruitment interview. The Chief Executive can provide advice on appropriate questions to ask. For staff who are already employed and who begin working with children in their current role, interviews are not required.

Identity verification

Identity verification processes are required both to initiate police vetting and to complete VCA checking. These have similar but slightly different ID requirements. VCA requirements will meet police requirements, so if the applicant is on campus it is recommended that they provide documentation as required by the VCA early in the process to permit both vetting and VCA approval (see 'Safety checking: identity verification' on page 10). For those who are off-campus (e.g. student applicants) and who live in New Zealand, or have previously lived in New Zealand, the following approach is recommended:

1. The applicant provides copies of a primary and secondary forms of ID (see Appendix 2 for preferred forms of ID), one of which includes a photo. These should be verified by a trusted referee who also completes the relevant sections on page 2 of the police vetting request and consent form. Appropriate referees might be those listed on the Trust's Witnesses Documents webpage although anyone meeting police requirements as laid out on page 2 of the application form would suffice. This allows for police vetting to take place.

2. For VCA purposes, the applicant then brings in original copies of their primary and secondary forms of ID for checking. This could be combined with interview processes. These need not be the same documents as those provided as verified copies (for vetting purposes) previously, but must meet VCA requirements.

Note that original ID documentation as prescribed by the VCA must be sighted before an applicant begins working with children.

International applicants and police vets

For those who have not previously lived in, or are not currently living in, New Zealand, current processes mean that a New Zealand police vet will not be able to be sought until they have a residence in New Zealand. In such cases it is recommended:

- The applicant declare that they have never lived in New Zealand, and acknowledge that if they provide false information about this they will be disqualified from study or work at the Trust.
- The applicant agree to consent to a police vet once in New Zealand.
- The applicant not be permitted to work with children until all VCA requirements (including a NZ police vet) are completed.

All other VCA safety checking processes, including a risk assessment, can proceed prior to the police vet being sought (on the assumption that this will show no convictions).

As for any applicant who has lived overseas, it is recommended that these applicants also be asked to provide overseas police certificates from the country or countries where they have lived in the last five years. It is possible they will already have obtained these for their NZ Immigration application.

Documentation and Oversight

Documenting safety checks

It is important that safety checks are well documented for auditing purposes and to assist with rechecking as required. The following (or equivalent) is required within departments, divisions or other organisational units as appropriate:

- A list or lists be maintained of all students and staff who have been safety checked in a programme, including:
  - Name
  - staff ID
  - Date check completed (signing off of risk assessment)
  - Person responsible for signing off on safety check
  - Expiry date of current safety check (three years after date check completed)
  - Date to being rechecking process if required (a recommended minimum of three months prior to safety check no longer being current).

It is noted that facility for recording these details in corporate records systems (MYOB HR system) will be investigated in 2017.

- Filing of all information relating to safety checks for individual staff/students, either on existing staff/student files, or as new files. This includes:
  - Application information
  - Referee reports
  - Verified copies of identity documents
  - Notes relating to risk assessment

Information provided for police vetting must be securely stored and destroyed (including deletion of electronic copies) once no longer needed and within 12 months of being provided. It is not recommended that this be stored.

For staff, safety check records will be confidentially stored by Admin.

The management of all records should be carried out in accordance with relevant legislation and Trust policy, particularly the Trust's Records Management Policy and Policy on Access to, and use of, Personal Information.

Requirements for reporting safety check processes are in place for existing programmes

To assist with provision of information on the Trust's corporate webpages and other publications, and possible application enhancements in MYOB, it is asked that programmes which will need safety checks for students be reported to the Chief Executive.

Requirements for reporting safety check processes are in place for new programmes

VCA is relevant to a new programme, and if so, providing confirmation that appropriate safety checking processes shall be in place.

Requirements for reporting safety checks in relation to staff recruitment

From early 2016 staff recruitment processes will incorporate appropriate safety checking, including providing confirmation that safety checking has been carried out and is current.

Contacts for Further Information

The following staff can aid and advice in relation to the Vulnerable Children Act:
Tracey Tangihaere – Chief Executive "manager@ora.org.nz
Tammy Chaffey- Administrator –"teakaoraadmin@ora.org.nz

Appendix 1: Summary of regulated services

Health services

- Services provided at a public hospital
- Services provided at a publicly funded medical practice or facility, including blood and cancer centres, treatment centres, outreach clinics, and mental health services

- Services provided through medical practices belonging to primary health organisations (PHOs)
- Services provided by health practitioners
- Well Child Tamariki Ora (WCTO) services (e.g. Plunket)
- Home-based disability support services
- Residential disability support services
- Ambulance services
- Maternity services, including lead maternity carers and midwives

Education services

- Education services provided at a registered school
- Early childhood services
- Education services provided by a trades academy, a service academy, or an alternative education provider for or on behalf of a school
- Education services provided at any off-site location for or on behalf of a registered school or early childhood service, including teen parent units, school camps, and learning centres
- Services provided to ensure enrolment and attendance at school
- Services provided at a playgroup
- Services provided at any location on behalf of a limited child care centre (as defined in section 2(1) of the Health and Safety in Employment Act 1992)

Welfare, support, and justice services

- Services connected with the Children, Young Persons, and Their Families Act 1989, the Care of Children Act 2004, or the Adoption Act 1955
- Services provided at prisons, secured facilities, and children's health camps
- Services provided as part of a condition of bail made under the Bail Act 2000
- Social or support services, including (but not limited to) victim support services, drug and alcohol rehabilitation services, and childcare services
- Mentoring and counselling services
- Youth services and youth work
- Participating in a telephone communication service that is likely to be used wholly or mainly by children
- Moderating an electronic interactive communication service that is likely to be used wholly or mainly by children
- Out-of-school care and recreational services

Transport services

- Work driving a vehicle that is being used only for the purpose of conveying children and any persons supervising or caring for the children (for instance, school bus services)

Policing services

- Specialist child and family policing services provided by Police employees (as defined in section 4 of the Policing Act 2008)

Note that education services provided at a Trust are <u>not</u> included. Services outside New Zealand are also not included.

Appendix 2: Permitted identity verification documentation

The following are closed lists – one of the below must be used for each type of identification required. Originals documents must be presented.

Primary identity documents (to establish identity exists)

- New Zealand passport
- Overseas passport (may include New Zealand immigration visa or permit issued by Ministry of Business, Innovation, and Employment)
- New Zealand emergency travel document
- New Zealand refugee travel document
- New Zealand certificate of identity (issued under the Passports Act 1992 to non-New Zealand citizens who cannot obtain a passport from their country of origin)
- New Zealand certificate of identity (issued under the Immigration Act 1987 to people who have refugee status)
- New Zealand firearms licence New Zealand Police
- New Zealand full birth certificate that is issued on or after 1 January 1998 and that carries a unique identification number Department of Internal Affairs
- New Zealand citizenship certificate Department of Internal Affairs

Secondary identity documents (to establish identity is a living identity)

- New Zealand driver licence
- 18+ card
- Community services card
- SuperGold Card
- Veteran SuperGold Card
- New Zealand student photo identification card
- New Zealand employee photo identification card
- New Zealand electoral roll record
- Inland Revenue number
- New Zealand issued utility bill, issued not more than 6 months earlier
- Steps to Freedom form

Supporting name change documents (as evidence of name change during rechecking)

- New Zealand birth certificate (issued for the purpose)
- Change of name by statutory declaration
- Change of name by deed poll
- New Zealand name change certificate
- New Zealand marriage certificate
- New Zealand civil union certificate
- New Zealand order dissolving marriage or civil union
- New Zealand order declaring marriage or civil union void

Appendix 3: Specified offences

It is unlawful for a an organisation to employ or engage person who has been convicted of one of these offences as a 'Core' children's worker (that is a children's worker who has primary responsibility for the children in their care, or who will be the only children's worker present with children at any time).

Crimes Act 1961:

- Section 98 (dealing in slaves)
- Section 98AA (dealing in people under 18 for sexual exploitation)
- Section 124A (indecent communication with young person under 16)
- Section 128B (sexual violation)
- Section 129 (attempted sexual violation and assault with intent to commit sexual violation)
- Section 129A (sexual conduct with consent induced by certain threats)
- Section 130 (incest)
- Section 131 (sexual conduct with dependent family member)
- Section 131B (meeting young person following sexual grooming, etc.)
- Section 132 (sexual conduct with child under 12)
- Section 133 (indecency with girl under 12)
- Section 134 (sexual conduct with young person under 16)
- Section 135 (indecent assault)
- Section 138 (sexual exploitation of person with significant impairment)
- Section 139 (indecent act between woman and girl)
- Section 140 (indecency with boy under 12)
- Section 140A (indecency with boy between 12 and 16)
- Section 141 (indecent assault on man or boy)
- Section 142A (compelling indecent act with animal)
- Section 143 (bestiality)
- Section 144A (sexual conduct with children and young people outside New Zealand)
- Section 144C (organising or promoting child sex tours)
- Section 154 (abandoning child under 6)
- Section 172 (punishment of murder)
- Section 173 (attempt to murder)
- Section 177 (punishment of manslaughter)
- Section 178 (infanticide)
- Section 182 (killing of unborn child)
- Section 188 (wounding with intent)
- Section 189(1) (injuring with intent to cause grievous bodily harm)
- Section 191 (aggravated wounding or injury)
- Section 194 (assault on child)
- Section 195 (ill-treatment or neglect of child or vulnerable adult)
- Section 195A (failure to protect child or vulnerable adult)
- Section 198 (discharging firearm or doing dangerous act with intent)
- Section 204A (female genital mutilation)
- Section 204B (further offences relating to female genital mutilation)
- Section 208 (abduction for purposes of marriage or sexual connection)
- Section 209 (kidnapping)
- Section 210 (abduction of young person under 16).

An offence that is equivalent to an offence against any Section of the Crimes Act 1961 referred to in clause 1, but that was committed against a provision of the Crimes Act 1961 that has been repealed, is a specified offence.

An attempt or conspiracy to commit any offence referred to above.

Films, Videos, and Publications Classification Act 1993

Section 124 (offences relating to objectionable publications, involving knowledge)

Section 127(4) (exhibition to persons under 18)
Section 131A (offences relating to possession of objectionable publications, involving knowledge).

Customs and Excise Act 1996
Section 209(1A)

Template Documents

The following templates may be used or adapted as appropriate. They are primarily intended for VCA safety checks and rechecks in relation to recruitment of staff and volunteers.

Checklist for Vulnerable Children Act Safety Check

Name:

ID Number:

Details of work with children (position title, programme, etc):

Type (circle one): Core Worker Non-Core Worker

Status (circle one): New Children's Worker Current Children's Worker

Checklist *(tick boxes as required)*	New Children's Worker	Current Children's Worker	Recheck
Identity verification using prescribed process (two prescribed forms of ID including photo)			N/A
Confirmation of no name change since last check/name change process	N/A	N/A	
New Zealand Police vet information received (and any relevant overseas police information)			
Five-year work history considered		N/A	N/A
Interview conducted		N/A	N/A
Referee check conducted		N/A	N/A
Information from relevant professional organisation, licencing or registration authority sought			

Risk Assessment

(circle one)

Pass Pass with restrictions *(detailed in notes below)* Fail

Notes:

Completed by

Name: _____ *Date:*

Signature: _____

Attach relevant documentation. See overleaf for definitions of key terms.

Definitions

Children's Worker	A person involved in working in a regulated service with children, with regular or overnight contact with those children, without the parent or guardian of each child of parent being present
Core Worker	A children's worker who has primary responsibility for children in their care, or who is left alone with children without other workers being present
Non-core Worker	A children's worker not in the core worker category
New Children's Worker	A staff member or student newly employed or engaged in a children's worker role
Current Children's Worker	A staff member or student already employed or engaged in a children's worker role. For checking purposes this may include current staff who within their current role begin working with children, or postgraduate research students who have been enrolled for at least three months and then seek ethical approval to work with children as part of their research.
Risk Assessment: Pass	Risk assessment conducted and applicant cleared to work with children
Risk Assessment: Pass with Restrictions	Risk assessment conducted and applicant cleared to work with children but with certain restrictions in place (may need to be supervised, e.g. non-core worker)
Risk Assessment: Fail	Risk assessment conducted and applicant not permitted to work with children

Volunteer Application Form for Safety Checking under the Vulnerable Children's Act 2014

1. *Full Legal Name:* _____
2. *TAX ID Number:* _____

3. *Have you been convicted of any criminal offence in New Zealand or overseas?* YES / NO

If YES, please list all criminal offences in the table below. Note that the 'Criminal Records (Clean Slate) Act 2004' does not apply; all convictions must be stated.

Offence	Country in which convicted	Year

4. *If you currently live in New Zealand or have previously lived in New Zealand, please attach a 'Police Vetting Request and Consent Form' (see http://www.police.govt.nz/advice/businesses- and-organisations/vetting/forms) with the appropriate sections completed and all ID documentation as prescribed attached. If you have not lived in New Zealand, you will need to consent to a police vet once you arrive here and in advance of working with children. Please tick the appropriate box below:*

☐ An appropriately completed 'Police Vetting Request and Consent Form' is attached, along with all required documentation.

☐ I have never lived in New Zealand. I agree to give consent for a New Zealand police vet once I live in New Zealand. I acknowledge that if this shows I have provided false information in this application, or if I refuse to consent to a New Zealand police vet subsequently, I will not be permitted to work in any Trust programme involving relevant work with children.

5. *Please list all countries other than New Zealand in which you have lived (exclude short visits) in the past five years?*

Country	Dates of Residence

6. *For any country listed in question 5, please attach a police certificate or equivalent documentation from that country confirming information provided under question 3. Please tick the appropriate box below:*

☐ I have attached a police certificate or equivalent for all countries listed in question 5, where available. For any listed country where no such certificate is provided, I declare that I have made every reasonable effort to obtain such a certificate or equivalent documentation for the country in question.

☐ I have not lived outside of New Zealand in the past five years.

7. *Please list work positions held over last five years:*

Position	Start date	End date

8. *Please list all professional organisations of which you are currently a member and registration or licencing authorities through which you are registered or licenced:*

Authority/organisation	Contact details (email and/or phone number)	Web address

9. *Please provide the name of two referees, not related to you or part of your extended family, whom the Trust may contact to discuss your suitability to work with children:*

Name	Relationship to applicant	Email address	Phone number

Use of Information

Information collected will only be used for the purposes of safety checking under the Oranga Tamariki Act 2019. If the Trust is not satisfied with the safety check results this may result in your application not being considered further and/or further study in relevant programmes being prohibited.
Information collected will be stored securely and records will be managed in line with the Trust's 'Records Management Policy'.
Information collected is subject to the Privacy Act 2020 and the Trust's statement on 'Privacy of Personal Information.

Declaration

- I confirm that all information provided is true and correct to the best of my knowledge
- I agree to the Trust requesting a New Zealand police vet for me as per the Oranga Tamariki Act 2019
- I agree to present original copies of primary and secondary identity documentation (see overleaf) to verify my identity, and that at least one of these forms of ID shall include a photo
- I agree to being interviewed about my suitability to work with children
- I agree that the Trust may contact any listed professional organisation, registration or licencing authority to confirm my membership and/or my suitability to work with children
- I confirm that my provided referees are not related to me or part of my extended family
- I agree that the Trust may contact either of my listed referees to seek information on my suitability to work with children
- I accept that I will be subject to a risk assessment as to my suitability to work with children
- I accept that the Trust may use and store provided information as per the 'Use of Information' statement above

Name: _____ *Date:*

Signature: _____

Please attach relevant documentation.

Acceptable Identity Documents

One of each type of document below is required. Originals documents must be presented. At least one identity documents must contain a photo.

Primary identity documents

- New Zealand passport
- Overseas passport (may include New Zealand immigration visa or permit issued by Ministry of Business, Innovation, and Employment)
- New Zealand emergency travel document
- New Zealand refugee travel document
- New Zealand certificate of identity (issued under the Passports Act 1992 to non-New Zealand citizens who cannot obtain a passport from their country of origin)
- New Zealand certificate of identity (issued under the Immigration Act 1987 to people who have refugee status)
- New Zealand firearms licence New Zealand Police
- New Zealand full birth certificate that is issued on or after 1 January 1998 and that carries a unique identification number Department of Internal Affairs
- New Zealand citizenship certificate Department of Internal Affairs

Secondary identity documents

- New Zealand driver licence
- 18+ card
- Community services card
- SuperGold Card
- Veteran SuperGold Card
- New Zealand student photo identification card
- New Zealand employee photo identification card
- New Zealand electoral roll record
- Inland Revenue number
- New Zealand issued utility bill, issued not more than 6 months earlier
- Steps to Freedom form

FOR OFFICE USE

Interview conducted date (attach any notes): _____

Identity verification (attach verified copies):

- Primary document Yes
- Secondary document Yes
- Photo ID provided Yes

Reference received and assessed Yes

Verification from at least one professional organisation received and attached Yes N/A (no organisations listed)

Police vet received and attached Yes Any specified offences? Yes / No

Pass Pass with Restrictions (attach notes) Fail (attach notes)

Assessment completed on behalf of the Trust by:

_____ _____ _____

Name *Signature* *Date*

Staff Application Form for Rechecking under the Oranga Tamariki 2019

1. *Full Legal Name:* _____

2. *Staff ID Number:* _____

3. *Have you been convicted of any criminal offence in New Zealand or overseas in the last three years?*

YES / NO

If YES, please list all criminal offences in the table below. Note that the 'Criminal Records (Clean Slate) Act 2004' does not apply; all convictions must be stated.

Offence	Country in which convicted	Year

4. *Please attach a 'Police Vetting Request and Consent Form' (see http://www.police.govt.nz/advice/businesses-and-organisations/vetting/forms) with the appropriate sections completed and all ID documentation as prescribed attached.*

☐ An appropriately completed 'Police Vetting Request and Consent Form' is attached, along with all required documentation.

5. *Please list all professional organisations of which you are currently a member and registration or licencing authorities through which you are registered or licenced:*

Authority/organisation	Contact details (email and/or phone number)	Web address

6. *Have you legally changed your name in the last three years?*

YES / NO

If YES, this must be recorded in the HR Management System to allow verification before this form is submitted. If this is required, please contact the Trust administration centre.

Please see next page

Use of Information

Information collected will only be used for the purposes of safety checking under the Oranga Tamariki Act 2019. If the Trust is not satisfied with the safety check results this may result in further study in relevant programmes being prohibited.
Information collected will be stored securely and records will be managed in line with the Trust's 'Records Management Policy.
Information collected is subject to the Privacy Act 2020 and the Trust's statement on 'Privacy of Personal Information.

Declaration

- I confirm that all information provided is true and correct to the best of my knowledge
- I agree to the Trust requesting a New Zealand police vet for me as per the Oranga Tamariki Act 2019
- I agree that the Trust may contact any listed professional organisation, registration or licencing authority to confirm my membership and/or my suitability to work with children
- I accept that I will be subject to a risk assessment as to my suitability to work with children
- I accept that the Trust may use and store provided information as per the 'Use of Information' statement above

Name: _____ *Date:*

Signature: _____

Please attach relevant documentation

FOR OFFICE USE

Name change verified on HR System	Yes	N/A (no name change)
Verification from at least one professional organisation received and attached	Yes	N/A (no organisations listed)
Police vet received and assessed	Yes	Any specified offences? Yes / No

RISK ASSESSMENT

Pass	Pass with Restrictions (attach notes)	Fail (attach notes)

Assessment completed on behalf of the Trust by:

Name	*Signature*	*Date*