



Premium Kids Care

## *Policies and Procedures*

*“Our goal is to provide a safe, fun, stimulating and creative experience. In a relaxed and friendly environment where your children are encouraged to explore, learn and grow.”*

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# Program Environment

## 1.0 Program History

Premium Kids Care and PKC Youth have been created from the need for quality after school care and school holiday program care for children between the ages of 5 – 12 years. Partners in Premium Kids Care have had over 17 years experience in designing and implementing children’s art and care programs in New Zealand schools, home schools, leisure.

## 1.1 Program Philosophy

The foundation of our practice is to provide a home away from home environment where children’s self-direction and free choice are our primary functions. Child initiated, staff supported play is an essential component of our business. Children are encouraged to be adventurous and creative in their choice of activity and driven and compassionate in their interactions with others.

We encourage the use of good manners and treating one another with respect. We believe that we provide a professionally run quality program where the care of children is the paramount consideration. We stand by our commitment to provide the best care possible for the children in your community.

We are committed to uphold the Treaty of Waitangi and will at all times operate in a manner sensitive to the social and cultural backgrounds of all parents/caregivers and children. In partnership with families and community we seek to engage children on a physical, intellectual and cultural level. Parental involvement will be encouraged when including cultural diversity in program planning. Cultural needs will be identified with the parent/caregiver when the child is enrolled into the program.

## 1.2 Program Content Policy

The service will provide a safe, varied and stimulating program that meets the developmental, emotional, intellectual and physical needs of the children.

The following activities will be offered on a daily basis:

- a planned arts and crafts project
- Cultural days and/or activities
- an organised sport or active group game
- an organised group quiet game or activity
- free use of games and equipment
- free outdoor play

Program plans will be displayed at the venue.

Children will be encouraged to participate in planned activities but may choose not to, as long as they are not bored or disruptive.

Whenever possible, alternative activities will be provided. Equipment will be well maintained and will be age appropriate.

The program will be reviewed at the end of each session by the staff and the Site Manager.

## 1.3 Child Behaviour Policy

In order to provide a safe and enjoyable environment for children, staff will use a clear and consistent approach to guide children's behaviour.

Children have the right to be safe and feel safe, to receive care, attention, and support from program staff and to be treated fairly, with dignity and respect.

The program will have a consistent and planned approach to behaviour guidance. This means first looking at programs and environmental factors which may influence behaviour. This will include providing a varied and stimulating program and using positive reinforcement for desired behaviors.

Then if necessary, staff will provide behavior guidance using the least intrusive approach possible and non punitive practices. Children will be encouraged to take responsibility for their behavior through offering choices and implementing natural and logical consequences, including if necessary the involvement of parents.

The program will deal with children's behaviour that is unsafe or poses a significant safety risk as a matter of highest priority with the goal of ensuring the safety of all children and program staff.

### 1.3.1 Preventative Planning

Many behaviour problems can be dealt with by providing an appropriately varied and stimulating program that meets the needs of all children attending.

In considering a preventative approach, staff will ask the following questions:

- Are the basic needs of all children being met?
- Is the physical space set up appropriately?
- Can the program plan and routines be varied to influence the behaviour?
- Have children contributed ideas to the program?
- How much responsibility are children given for design and implementation of the program, daily routines, chores?
- Are there clear rules and boundaries that everyone understands?
- What are the staff doing to model and motivate appropriate behaviour in the program?

### 1.3.2 Setting Rules and Boundaries

At the beginning of each program, staff and children will formulate a Treaty for the program and discuss the consequences of breaking the Treaty. Staff will include children in discussions to establish and then reinforce rules and program boundaries, which will be displayed at the program.

The program Treaty will be based on respect for each other, staff and equipment and will apply equally to staff and children. Staff will encourage children by outlining what is expected of them and explaining the consequences of disobeying.

Children will be given responsibility for helping new children understand the rules and boundaries.

### 1.3.3 Rules

Rules will address:

- respect for each other
- respect for property and equipment
- the need for safety

### 1.3.4 Behaviour Guidance Steps

Use least intrusive approach:

- ignore when appropriate
- give a clear, simple direction which is assertive but nonaggressive
- remind the child of the relevant rule
- re-state the rule
- redirect if the child is argumentative
- make the choice or consequence clear
- follow through with consequences if necessary
- immediate intervention with a stern verbal command if safety is an issue

### 1.3.5 Other Behaviour Guidance Steps

- defer further action until parent comes, if appropriate
- allow cooling-off time
- re-establish relationships after giving guidance
- recording of behaviour - confidential incident form
- staff seek professional guidance and support
- preparation of individual behaviour plan
- possible meeting with parents
- possible suspension or exclusion as per policy below

### 1.3.6 Consequences



With all incidents, staff will follow through ensuring that unacceptable behaviour results in appropriate consequences.

Children need to understand and accept that consequences are important. Staff will apply consequences consistently.

Consequences may include talking to parents, loss of privileges, loss of use of equipment, or compensating for damage.

Punitive discipline will not be used. This includes punishing or hitting, the withholding of food or drink, isolation from the group, verbal or emotional abuse or any punishment that may cause fear or anxiety.

Parents and children will be advised that a possible consequence for a serious incident is that staff may contact parents and ask that they come and remove the child from the program immediately.

### 1.3.7 Conflict Resolution

Conflict between children is a normal and everyday occurrence. Staff will use appropriate, child-centred methods to help children manage conflicts.

Conflict resolution steps:

- If needed, give children time to cool off.
- Allow both children time to talk about what happened and what the conflict was about.
- Ask how the situation could have been managed differently, assist children to problem solve.
- Ask how the children want to end the conflict resolution process e.g. handshake, apologies.
- Staff will also help children to recognise and express feelings such as anger in safe and appropriate ways.

### 1.3.8 Staff Conduct

No child will be hit or in any way physically, verbally or emotionally abused by staff. Staff will address behaviour calmly and assertively, and will not shout, threaten or intimidate children.

No physical restraint will be used on children.

Staff will not discuss the behaviour of children outside of the program without ensuring they protect the confidentiality of the child and the family, except in situations where child abuse or neglect is suspected.

# Program Operations

## 2.0 Service Policy

The program will provide a well-managed service that meets the needs of the local community.

## 2.1 Program Hours Policy

The program will operate from 7.00am to 8.30am and from 3.00pm to 6.00pm during the school term, and from 7:30am to 6.00pm during school holidays. The program will not operate on public holidays.

## 2.2 Fees Policy

The fee structure will be announced prior to commencement of the program and will be clearly shown and described in all program promotional flyers and booklets. Fees will be made directly through the Enrolmy program. All parent fees are invoiced weekly in arrears and payment is due on receipt. Holiday Programme fees are to be paid at the time of booking in advance of the programme commencing and are non-refundable. When the child is enrolled for a week that includes a public holiday, fees are payable for the day/s of that holiday.

## 2.3 Enrolment Policy

All families must complete an enrolment form via the Enrolmy program online. All parents are to fill out the enrolment safety form in its entirety before their child attends the programme. At the time of enrolment terms and conditions will be read, accepted and agreed upon. All parents/caregivers will be invited to read the Program Policies and Procedures manual prior to completing the enrolment form in order that they understand the responsibilities of both parties.

A copy of the manual will always be kept on site.

Policies and procedures will be reviewed every two years by Premium Kids Care management. Any proposed changes to policies will be discussed with staff members and parents will be given the opportunity to have input into these proposed changes.

Procedures will be reviewed by staff members periodically to ensure that at all times, practices are reflected in procedure. Anomalies will be reported to Premium Kids Care and PKC Youth management for consultation and review.

If a parent, caregiver or authorised collection person of a child, demonstrates behaviour that is impacting the safety of our staff, the children or the Premium Kids

Care programme in general, we reserve, at our sole discretion, the right to refuse or rescind the enrolment of your child effective immediately.

Enrolment forms will include the following information:

- child's name, address and home phone number
- parent/guardian's names and work phone numbers
- two emergency contacts
- names of adults authorised to pick up child
- special instructions regarding access
- medical conditions, allergies
- permission to transport children
- permission to seek medical treatment in the case of an accident.
- any other information necessary to provide proper care
- permission to share information for programme review purposes.

It is the parent's responsibility to inform the Site Manager of any changes to enrolment details. Staff members will check with parents each term that After School enrolment information is current. A new Enrolment Form may be required to be completed each holiday program (see Holiday Program Brochure).

### 2.3.1 Sign In & Out Procedures

A programme roll is maintained daily that records children booked and those who actually attended. Programme management will spot check that the roll is accurate and up-to-date.

The programme supervisor is responsible for the roll during the programme, which will be kept by the door electronically through the use of a tablet using the Enrolmy programme. In any emergency evacuation the roll will be retrieved and taken to the

assembly point.

The roll call and head count is made at the start of each session and other formal attendance checks will be made regularly during the session – prior to excursions and at lunch time during holidays. At 5pm during the after school session. These checks include the sign in/out records, to ensure the head count is accurate. There is also a check for children who aren't recorded on the roll.

Names and emergency contacts for all children, will be available to staff at all times.

Parents are expected to sign children in and out of the programme and provide a list of adults authorised to collect their children (on the enrolment form). These authorised people will also be on the iPad sign out page under each child. Children will not be allowed to leave with an unauthorised adult who is not recorded on the enrolment form.

### 2.3.2 Collection and Access Procedures

The following procedure will be followed if there is attempted collection by an unauthorised person:

- The Site Manager will secure the safety of the child by removing them from a confrontational situation. The child will be monitored by the Site Manager or designated staff member. The Site Manager will contact the custodial parent /caregiver for advice.
- Staff will ensure the ongoing supervision of other children.
- Staff members will follow the directions of the custodial parent/caregiver. If unable to make contact with the parent / caregiver the Police or Child Youth and Family Services will be phoned for advice and assistance.
- Staff will not release any child to a person not on the enrolment form.

### 2.3.3 Non-arrival Procedures

If a child who is expected at the program after school has not arrived, the Site Manager will consult immediately with school personnel to ascertain if the child was at school. If the child is missing an immediate search will be conducted of the school grounds. If the child is not found, parents will be contacted as soon as possible. If parents or other emergency contacts cannot be contacted, then the police will be notified.

Once the child is located the Site Manager will follow up with the parents to investigate why the incident occurred and take steps to prevent it occurring again. If necessary, parents will be reminded of the need to notify the program of any change in bookings/attendance.

If a child who is expected at the program before school does not arrive, the parents will be contacted as soon as possible to ascertain the child's whereabouts. The Site Manager will follow up with the parents to investigate why the incident occurred and take steps to prevent it occurring again.

### 2.3.4 Late Collection Procedures

If a child is not uncollected at the end of a program the following procedure will be followed:

- a staff member will remain with the child
- parents and emergency contacts will be contacted and management informed
- if there has been no contact with the parents or emergency contact within 1 hour of the program closing, the child will be taken to the nearest police station
- a note will be left at the venue indicating where the child has been taken and management will be informed

If parents are late picking up their children they will be charged a late fee to cover staff costs.

## 2.4 Complaints Policy

Parents / caregivers will be informed on enrolment that there is a complaints procedure. This will be included in information given to parents at enrolment and clearly displayed at the center. This information will include the contact details of Te Kahui Kahu Social Services Accreditation should parents wish to report a serious concern.

In general, if any parents have complaints about the program or staff members, they should:

- Approach the Site Manager who will attempt to rectify the situation (management may be approached initially if preferred).
- If the parent is still unhappy they should then contact management immediately email [kate@premiumkidscare.co.nz](mailto:kate@premiumkidscare.co.nz)

Further complaints must be made in writing and must contain details of the grievance and desired outcomes. Management will respond to the complaint within 14 days. Where possible a mutually agreeable outcome will be sought. The Site Manager will keep management informed of any verbal complaints received. All complaints will be recorded on the Concerns Report Form together with any response and resolution. Wherever possible the requests of parents will be incorporated in program planning and design.

If you continue to have concerns or feel the complaint has not been satisfactorily addressed by us, you can refer your complaint to various government agencies depending on the nature of the matter.

Te Kahui Kahu Social Services Accreditation:

[www.tekahuikahu.govt.nz/contact-us/complaints.html](http://www.tekahuikahu.govt.nz/contact-us/complaints.html)

WorkPlace Health and Safety

[www.worksafe.govt.nz/notifications/health-or-safety-concern](http://www.worksafe.govt.nz/notifications/health-or-safety-concern)

Complainants are kept safe by: listening to concerns without bias with no prejudicial treatment, The complainant also has the right to bring a support person if a face to face meeting occurs.

When you might seek an independent review – eg: escalating to Oranga Tamariki, the School Board, Te Kāhui Kāhu etc if Premium Kids Care don't feel confident to navigate the complaints process due to the complexity of concern or conflict of interest.

Staff members may also use the above procedure to make a complaint if they are unable to resolve the issue between the parties.

## 2.5 Children with Special Needs Policy

Children with special needs will not be excluded from the program providing that the Site Manager is confident that the child's needs can be catered for without negatively affecting the other children and also to ensure that the child will benefit from being at the program.

Full information about the child's requirements including medication, diet and supervision will be obtained from the parents and included with the child's enrolment form.

It is the Site Manager's responsibility to ensure that all staff and volunteers are fully aware of the child's requirements and that they feel confident to provide the necessary care.

If the child requires special aids, for example modified facilities, extra staff or staff training, the Site Manager will consult with management who will make the final decision.

Each case will be considered individually and every effort will be made to include the child within the limits of the resources of the program. When staff are approached to enroll a child with special needs, staff will need to find out as much as possible about the child and their disability. This will ensure that the child is receiving the best possible care and that the program is able to cater for that child's needs.

Often enrolment is initially on a trial basis.

### 2.5.1 Information about Special Needs

Staff will gather the following type of information on children with special needs enrolling in the program:

- Does the child have a diagnosed disability?
- What are the details of the disability?
- How does the disability affect the child?
- Do they have any medical conditions and what implication does this have for providing care?
- Do they have asthma, allergies, fits, seizures, etc?
- What can the program do to minimise the chance of these occurring?
- What are the symptoms and what steps have to be taken to control these?
- Do they have any dietary restrictions?
- What is the child's health history e.g. head injuries, operations, etc?
- Are there any activities the child should avoid for medical reasons?
- Do they take any medication?
- Does the child have any problems with behaviour in associating with other children?
- Do they have a behaviour plan?
- Is there anything specific that upsets the child?

- What methods are used to calm them should they get overexcited or have problems with their behaviour?
- How will the child cope being with a large group of children?
- Do they tend to wander off?
- Do they require any specialised equipment?
- Do they require assistance with eating, washing and toileting?
- Have they been in a program before?
- What activities do they like?

# Staff & Management

## 3.0 Training and Supervision

All staff will have experience and/or training in school-age childcare and/or recreation.

Staff training needs will be reviewed during staff appraisals or as required and opportunities provided for further training as needed. Where appropriate, staff will be compensated or attending staff meetings.

Management is responsible for ensuring that all staff, including volunteers, are sufficiently trained in first aid, emergency procedures, child management and all centre policies, to ensure the safety of the children at all times.

New, young or less experienced staff will receive adequate support and supervision and will be inducted into the program through training, which will include:

- Policies & Procedures.
- Behaviour Management.
- Recognising Child Abuse.
- Emergency Procedures.
- Health & Safety.

Initial training will be in-house but where additional training is required this will be through external organisations.

## 3.1 Duty of Care Policy

Children are the first and major consideration of Premium Kids Care and PKC Youth. Staff members have a duty of care to protect children and this obligation continues until the child is collected by the parent or caregiver.

## 3.2 Police Vetting Policy

It is the policy of Premium Kids Care and PKC Youth that all staff and volunteers 17 years of age and older will be Police Vetted before being employed and/or able to work with children.

All Police Vetting will be undertaken by the Licensing and Vetting Service, Police National Headquarters, Wellington (Appendix 24).

No person will be employed in a paid or voluntary capacity, including those in management positions, who have a conviction for sexual crimes or for any offence involving the harm or exploitation of children.





We aim to provide the best possible staff to work with any children in our programs in a safe and happy environment.

Police vetting information will be kept in locked storage, in accordance with the Privacy Act and relevant legislation and program approval requirements.

Police Vetting will be carried out every two years.

# Health & Safety

## 4.0 Health & Safety Policy

The program will take place in a safe and healthy environment, suitable for the care of children and for the needs of the staff and volunteers.

At all times the well-being and safety of the children is foremost and all relevant health and safety legislation will be adhered to.

Premium Kids Care and PKC Youth will undertake to ensure a safe environment for children and staff. All potential dangerous situations will be eliminated, isolated or minimised where possible and an action plan will be documented.

Any training, repairs or equipment will be provided and all new staff members will be inducted in health and safety training.

### 4.1 Health & Safety Staff Training

In accordance with the Health & Safety in Employment Act 1992 and Amendment Act 2002 Premium Kids Care and PKC Youth will ensure that all employees and volunteers have the knowledge, training and experience of their work and environment and that they are supervised by a knowledgeable person.

Each staff member will complete an induction that will include:

- Understanding of how to react in an accident emergency situation
- Understanding of how to react in the event of a fire
- Understanding of how to react in the event of an earthquake
- Understanding of the hazards of the workplace
- Understanding of hazards in outside areas visited during program hours
- Information recording requirements

### 4.2 Risk Assessment & Hazard Management Policy

For the safety and enjoyment of children at the program, management will ensure that staff conduct regular safety checks of the venue and program environment.

The safety of children and adults at the program will be ensured by:

- identifying and recording all potential health and safety hazards at the centre and any other venues used;
- assessing the risk to staff and program participants of all identified hazards;
- putting controls in place to remove or minimise the risks, for example, providing safety equipment;
- using healthy and safe work practices, together with staff training;

- regular inspections by staff to check that hazards have not changed; and
- compliance with all relevant codes of practice and regulations.

A staff member will check the program environment at the beginning of each week (ASC) using the Daily Venue and Hazard Check form (Appendix 7). The Site Manager will collect and file completed checklists. Management will regularly review these records.

In addition to these regular safety checks the Site Manager will complete a RAMS form for excursions and other activities that pose particular safety (Appendix 4).

It is the responsibility of the Manager to ensure risk analysis and management systems (RAMS) forms are completed.

It is expected that all paid program staff will assist in some RAMS processes.

RAMS forms will be filed and available for program staff whenever the relevant activities are carried out.

Some examples of activities where it is advisable to complete a RAMS form are:

- Swimming pools
- Playgrounds
- Roller blades, bikes, skateboards
- Use of craft knives or hot glue guns
- Staff use of chemicals or any corrosive cleaner fluids

## 4.3 Swimming Policy

Premium Kids Care and PKC Youth is committed to ensuring that staff members are aware of the dangers of swimming pools and their responsibility to ensure children are safe in and near water.

Children can easily get out of their depth – even in shallow pools, especially younger children.

Children can also easily be injured by pushing, trampling, hitting the bottom etc. Children sink very quickly to the bottom of the pool when in difficulty. Once there it is much harder to see them.

### 4.3.1 Water Safety Procedures

To ensure the safety of children in and around water staff will:

- Separate children into age groups and clearly divide the pool into different age areas – also consider ability of swimmers and group accordingly.
- Allocate staff to each group and maintain constant supervision. With larger groups, a senior staff person should be monitoring the whole situation and ensure group supervisors are on task.

- Take steps to minimise the effects of glare and reflection (e.g. use of Polaroid sunglasses).
- When the groups leave the water, allocated staff will ensure all children are accounted for.
- Set clear signals both visual and sound to get children's attention in an emergency.
- Teach children safe ways to enter (and exit) the water – using steps, sit and turn on side etc.
- Children should always wait for permission to enter the water.
- Ensure the pool has clearly marked depths and reinforce these with swimmers.
- Ensure a COMPLETE BAN on jumping and diving in shallow pools – pool must have a water depth over the swimmer's shoulder height in order to be deep enough to jump or dive.
- Staff will ensure a COMPLETE BAN on running and pushing.
- Children will be buddied in pairs and have regular buddy check ins (including a buddy check when swimmers have left the water).
- The Site Manager will ensure that staff allocated to watch the pool are mature, have experience with children and have undergone an internal water safety induction.
- Staff members will ensure that they do not change into or out of swimming togs at the same time or in front of the children.
- Constant supervision (by adults) is vital in and or near water.
- Before any outing involving water the Site Manager will evaluate the appropriate staff to child ratio for the particular activity / outing involving water.
- The Site Manager will consider very carefully the age and experience of staff being allocated to watch the pool. Water Safe Auckland are concerned that 16-18 year olds may be watching swimming groups.

## 4.4 Accident & Emergency Policy

A first aid kit will be kept at all centres and taken on excursions along with emergency contact numbers. All first aid kits are checked at the end of each term. Checks are recorded in the files draw located in the locked cupboard.

One currently qualified first-aid person will be on site at all times.

It is the responsibility of management to ensure that staff are rostered accordingly and that at least one relief staff member holds a First Aid certificate. It is also the responsibility of management to ensure that First Aid certificates are current. Premium Kids Care and PKC Youth management will reimburse staff members for approved course fees including refresher courses.

### 4.4.1 Accident & Emergency Procedures

In the event of any accident to either children or staff, the following procedure will be followed:

- Staff will immediately inform the Site Manager.
- Appropriate first aid will be administered.

- If a child needs medical attention parents will be contacted to ascertain if they would prefer to take the child themselves or would they prefer staff to take them to the medical centre of their choice.
- If parents or alternative contacts are unavailable the child will be taken to the nearest available medical facility.
- If serious injury occurs parents will be notified and an ambulance called.
- If it is not possible to call an ambulance children may be transported in a private vehicle after consultation with the parent.

Accidents and incidents will be recorded by staff in the Accident &

Incident Report Form (Appendix 9) and parents notified at the end of the day.

All accidents to staff and children, including near misses, will be recorded and investigated.

Any accident involving serious harm will be reported to OSH as soon as possible after its occurrence and the prescribed accident form submitted to OSH within seven days.

If a child is emotionally traumatised the following procedure will be followed:

- Staff will calm the child.
- Parents will be contacted.
- The Child Adolescent & Families Mental Health Service will be contacted if required.

For trauma of staff, management will ensure that professional supervision is made available.

## 4.5 First Aid Policy

A first aid kit will be kept at the program and taken on excursions along with emergency contact numbers.

The first aid kit will be stored out of reach of the children.

It is the responsibility of the Site Manager to ensure that it is maintained and well stocked kits will be checked at least once per month.

One currently qualified first aid person will be on site at all times.

### 4.5.1 First Aid Procedures

In the event of any accident the following procedure will be followed:

- Staff will immediately inform the Site Manager.
- Appropriate first aid will be administered.
- All staff will wear disposable gloves when administering first aid.
- If a child needs medical attention, parents will be contacted to ascertain if they want to take the child themselves or would prefer staff to take them to the medical centre of their choice.

- If parents or alternative contacts are unavailable the child will be taken to the nearest available medical facility.
- Management will also be informed of the situation as soon as possible.
- If serious injury occurs parents will be notified and an ambulance called.
- If it is not possible to call an ambulance and the need is urgent then children may be transported in a private vehicle after consultation with the parent..
- If the situation is urgent the Site Manager will take necessary actions and inform parents and management as soon as it is possible.

All accidents and incidents are recorded on the Accident and Incident forms (red clip boards) located in the files draw of the locked cupboard. Parents will sign incident reports that involve their child. (Names of other children involved will be kept confidential.)

For injuries requiring medical attention, or when a more serious injury is suspected (e.g. a head injury) a complete accident report will be filled out and signed by a parent.

The Health and Safety at Work Act 2015 defines a “notifiable event” as either a death, or notifiable illness injury or illness. The programme will as soon as possible notify Worksafe, the Ministry of Social Development (MSD Approvals) and any other relevant agency of the incident. The programme will also take reasonable steps to ensure that the site where the event occurred is not disturbed until authorised by an inspector.

A notifiable injury or illness is one that requires the person to have immediate treatment (other than first aid) for: amputation of any part of his or her body; serious head or eye injury, or a serious burn; separation of his or her skin from an underlying tissue (such as degloving or scalping); a spinal injury or the loss of a bodily function; serious lacerations; OR to be admitted to a hospital for immediate treatment OR have medical treatment within 48 hours of exposure to a substance.

A notifiable injury or illness also includes any serious infection to which the carrying out of work is a significant contributing factor

A notifiable incident means that someone has been exposed to a serious or immediate risk to their health and safety because of an unplanned or uncontrolled work incident

## 4.6 Illness and Medication Policy

No sick children will be admitted to the program. If a child becomes ill during the duration of the programme they will be made comfortable in a quiet area. Parents will be notified and expected to collect the child as soon as possible.

If a child is to be administered medication at the program parents must confirm details of the medication on the Medicine Consent Form Parents must check this form daily.

All medicine must be labelled showing the child's name and dosage and will be stored out of reach of all children. Parents must specify if their child is to self-administer their medication.

Staff will ensure that all medicines are stored safely including those that children are allowed to self-administer e.g. asthma inhalers.

There will be no risk of medicines being mixed up or tampered with by other children.

#### 4.6.1 Medication Procedures

- All staff will wear disposable gloves when administering medication.
- Staff who have notifiable diseases will take appropriate precautions to prevent cross infection, for example, they will not participate in administering first aid.
- Staff will keep a record of all medication given on the Medicine Consent Form (Appendix 11), parents are required to check and sign this daily.
- All medical records kept by the program are strictly confidential.
- All medicines will be clearly labelled showing the child's name and dosage, and stored securely in a locked cupboard. Medicines requiring refrigeration will be stored at the rear of the fridge and separate from food products where possible.
- Staff will only administer medicines in accordance with the written dosage.

#### 4.7 Food Preparation Policy

Children will be provided breakfast before school and afternoon tea after school and in the school holidays

Breakfast will consist of cereal and or toast. Cereals and spreads will be colour and sugar free where possible.

Afternoon tea will follow nutritional guidelines. There is a set menu each week which include sandwiches, cut-up fruit, biscuits, juice, water etc plus the following:

- Monday - Spaghetti on Toast
- Tuesday - Chicken Noodles
- Wednesday - Hot Dogs
- Thursday - Pasta Bake
- Friday - Hot Chips

Occasionally the children may be treated with novelty snack food.

Occasionally staff may give children sweet treats as part of an activity, such as sweets for prizes.

Parents are expected to brief staff fully on any food allergies or nutritional requirements that their children have.

##### 4.7.1 Food Preparation Procedures

The preparation of food will follow food hygiene procedures as per the site food safety plan:

- Food preparation will take place in a suitable area reserved for food preparation only.
- The area will be cleaned thoroughly before use.
- Hands will be washed thoroughly before food is handled and prepared.
- Dishes or cutting boards will be clean.
- Food or unused food will be kept covered until ready for use or serving.
- Scraps and rubbish will be removed promptly.
- Children will be reminded to wash their hands before eating.
- Dirty dishes will be washed immediately and put away.
- Food will be stored appropriately according to directions.
- Dairy foods and meat products will be kept refrigerated.
- Used by dates will be checked on a daily basis and before use.

## 4.8 Cleaning Policy

Premium Kids Care and PKC Youth program rooms will be cleaned daily. Cleaning equipment will be available onsite in a lockable cupboard to be used as necessary.

### 4.8.1 Cleaning Procedures

- Play area floors will be swept.
- Art and craft tables and areas used for art and craft activities will be scrubbed.
- Kitchen benches, sinks and food preparation areas will be cleaned with suitable cleansing agents.
- Staff will check that toilets are clean before program commencement and that paper stocks are adequate.
- Staff will check that bathroom sinks are clean before program commencement and there are adequate soap and towels for children to wash and dry their hands.

## 4.10 Animal Policy

Premium Kids Care and PKC Youth will not keep animals at the program on a regular basis.

### 4.10.1 Procedures for Protecting Children

- If a potentially dangerous animal (i.e. dog) should appear at the program the safety of the children will be the paramount consideration. Children will be removed to a safe area and if staff members are unable to remove the animal the dog pound Authorities will be called to remove the dog.
- When on an outing / excursion staff members will be aware at all times of stray animals (especially dogs) and ensure the safety of children by removing children to a safe area and / or ensuring children do not play in the vicinity of stray / unleashed dogs.



- Staff members will discuss methods of ensuring child safety around animals at staff meetings.

## 4.11 Smoke Free Policy

A smoke-free policy will be adhered to at all times when the program is operating. Staff may not smoke while on duty, when in sight of the children or anywhere on the school grounds. “No Smoking” signs will be displayed in the indoor areas.

## 4.12 Sun Safe Policy

The programme will identify and manage potential harm caused by excessive exposure to the ultraviolet radiation (UVR) from the sun. In particular it is recognised that children engaged in outdoor activities may have increased exposure to UVR.

Sun safe practices will apply from September until the end of April the following year, to ensure that children are protected from extended exposure to the UVR.

### 4.12.1 Sun Safety Procedures

Children will be encouraged to wear sunscreen, appropriate clothing and hats for sun protection and renew sunscreen regularly.

Sunscreen with protection SPF 30+ or higher will be available for the use of children and adults. Sunscreen will be applied 20 minutes before exposure to the sun and reapplied every two hours.

Staff will encourage children to apply their own sunscreen and will supervise all children to ensure it is applied correctly and assist as required.

Children are to play in the shade if dressed inappropriately for sun exposure.

Children will wear water resistant sunscreen whilst swimming and allow time for application.

Appropriate clothing for sun safety includes: shirts with sleeves and/or shoulder cover, collars and sun hats with wide brims and/or flaps.

Programme activities will be scheduled as much as possible to minimise exposure during the hottest part of the day.

Sun-safe and shaded areas at the programme venue will be utilised and children will have access to shaded play areas.

Risk assessment for excursions will include exposure to UVR as a risk factor and will minimise that risk through use of natural shade, provision of shade, access to drinking water and scheduling of activities to avoid peak UV times.

Staff will “model” wearing appropriate hats, clothing and sunscreen during the sun safe period, as well as opting for shaded areas where possible.

Parents will be informed through newsletters and on enrolment of the policy regarding sun-safety and reminded to send children with appropriate clothing. When enrolling, parents will be asked if their children have any allergy to sunscreen. The programme will seek parent permission to use its own sunscreen. Parents may provide their own sunscreen if they wish to do so.

Parents will be advised to provide appropriate sun-coverage clothing for swimming and beach trips such as suitable t-shirts, sun suits etc.

This policy will be communicated to parents prior to each sun safe period and will be positively reinforced through notices and other communication.

## 4.13 Toileting Policy

This policy is in the interests of keeping both children and staff safe, both while toileting and to minimise any risk of accusations of inappropriate behaviour.

### 4.13.1 Toileting Procedures

- Children will inform a staff member when they are going to go to the toilet.
- If using public toilets a staff member will be monitoring outside the toilet.
- When onsite children will have access to the toilets. At all times hand washing facilities, soap and hand drying equipment will be available.
- When offsite, children must let a staff member know that they are going to the toilet. Staff members will accompany children to the entrance of the facilities, but will not enter.
- Bathroom facilities will be cleaned daily by the schools cleaners
- Bathrooms will be checked before the programme each day to ensure they are clean and stocked with required supplies for the day (toilet paper, soap and drying).
- Children will let a staff member know when they are going to the toilet. Children may use a “T” gesture with hands to notify the staff member that they are going to the toilet.
- Only one child per cubical/ urinal (4 in the girls, 2 in the boys) will be allowed in the bathrooms at a time.
- Staff will not use the same toileting facilities as the children. Staff will have access to the schools staff toilets located in the admin block.
- Premium Kids Care will ensure the safety of all children and staff by educating them of the toileting policies, specific to each site.
- The site manager is responsible for monitoring the implementation of this policy and ensuring it is followed.
- Children will be encouraged to use good hygiene while at Premium Kids Care.

## 4.14 Excursions and Transport Policy

When children are taken off site, staff are aware of the higher risk this entails and the requirement for a high standard of supervision. Staff will be made aware of particular hazards and given clear guidelines for these situations e.g. road crossing, behaviour while in vehicles, supervision around water etc.

The staff/child ratio on excursions is assessed by a Risk Assessment plan. Children will be put into groups with an adult whose primary responsibility will be to supervise that group.

On walks the children will be organised into a buddy system and will walk double file with at least one adult at the rear and one adult leading. Where there is a road to cross, pedestrian crossings will be used if available. One adult will stand in the middle of the road to ensure traffic is stopped before children begin to cross and will remain there until all children are safely across the road.

The programme will have a timetable for the excursion and there will be no significant departure from the planned itinerary, unless an emergency requires it.

The planned itinerary will include contingency arrangements for weather etc.

A list of children participating in the excursion is to be left at the Centre prior to departure and a copy carried by the authorised supervisor, including emergency contacts for each child.

A First Aid kit is taken on all excursions.

Excursions involving boating require a higher staff to child ratio and will be under expert professional supervision. Participating children will wear life jackets at all times (public ferries are an exception).

#### 4.14.1 Excursions and Transport Procedures

Risk assessment documents will be consulted before each excursion.

Appropriate planning & preparation includes:

- ensuring access to phone/radio communication while away from centre
- implementing a buddy system - children put into pairs and made responsible for their buddy
- scheduling of regular roll checks
- ensure staff have adequate knowledge of destination
- instructing children about safe road crossing
- Revising clear safety guidelines for walking in groups on footpaths etc.
- briefing for children on behaviour and safety before they leave centre and before they enter a venue

Children will only be transported in vehicles where seatbelts/restraints are available for each child (with the exception of buses). All vehicles need current WOF and a licensed driver/operator.



Where programme staff are drivers, there will be a specific induction process and record kept of this – including a period of supervised driving with an experienced senior staff member.

# Finance

## 5.0 Financial Policy

This policy is in the interests of ensuring that the programme is financially sustainable and that robust financial systems, reporting and accountability is maintained at all times.

All PKC financial accounts including OSCAR accounts are cared for by Walker Wayland Accountants.

Term care invoices are completed weekly. Parents receive invoices via email and invoices are due on receipt.

Holiday care invoices are sent out at booking and are due prior to the commencement of the programme to confirm the booking.

Any arrangements for late payment must be made with Accounts Administrator. If caregivers are having difficulty in making payment of their account they are encouraged to discuss payment schedules.

The Accounts Administrator reviews all OSCAR accounts regularly.

No petty cash is held by the OSCAR programme. All expenditure required for the programme must be authorised and approved by the director.

Payments made by way of direct credit to the PKC's accounts – Bank transactions are reconciled daily in Xero. Daily checks are made by Accounts Administrator and clients' payments are put against any outstanding invoices. If there are no outstanding invoices, payments will be processed as overpayments and put against the next invoice.

Debtors will be forwarded to an external collector for outstanding accounts if failure to make payment has been determined following administration staff completing three telephone calls and an email requesting payment forthwith.

At the end of each financial year, Walker Wayland will review accounts and complete year end reports. Walker Wayland acts as PKC's tax agent and will communicate directly with IRD when needed.

Annual reports are kept for 7 years before being destroyed.

## 5.1 Business Continuity and Disaster Recovery Plan

The programme is committed to providing a continuity of service, as feasible and appropriate.

If an alternative venue is required:

- MSD Approvals will be notified as soon as a potential venue has been identified and the programme will follow the advice of MSD staff to secure MSD Approval at the new facility. This will include a risk assessment process for the new facility. Relevant Work and Income staff will also be advised.
- Parents will be advised of new facility and any new arrangements re- arrival or releasing children from the venue.
- Children will be gradually orientated to the new facility as part of the programme activities.

The programme will liaise with other local/community groups to order to act in a coordinated manner when re-establishing.

Staff will be assisted to access appropriate support when the programme is re-establishing after a significant event such as natural disaster. The programme will offer the option to negotiate a period of leave to help staff through this transition.

As finances permit, the programme will retain a reserve of funds to assist with re-establishing the programme after a significant disruption.

# Child Protection

## 6.0 Child Protection Policy

Premium Kids Care and PKC Youth are committed to the prevention of child abuse and to the protection of children and young persons.

The well-being and safety of children and young people is the primary goal of this organisation.

This commitment means that the interest and welfare of the child or young person will be the primary consideration when any decision is made about suspected abuse.

This organization supports the roles of statutory agencies (the Police and the Department of Child, Youth and Family Services) in the investigation of abuse and will report cases of suspected abuse to these agencies according to the process outlined below.

Premium Kids Care and PKC Youth will maintain a good working relationship with the statutory agencies and be familiar with the laws which serve to protect children and young persons from abuse.

We will consult with these and other agencies that have specialist knowledge to help protect children from abuse.

Staff will not assume responsibility beyond the level of their experience and training.

## 6.1 Training Policy

Premium Kids Care and PKC Youth is committed to maintaining and increasing staff awareness of how to prevent, recognize and respond to abuse through appropriate training. As part of their induction, new staff will familiarise themselves with program policy on child abuse and be encouraged to read any resource material.

### 6.1.2 Supervision Guidelines for Staff

To minimise the risk of actual or alleged abuse in the program the staff will follow these guidelines.

All staff will examine the opportunities or possible situations there are for staff to be alone with children. This will be avoided wherever possible. If staff are alone they will use extremely careful judgment.

Wherever possible an open door policy for all spaces will be used (i.e. not possible for toilets). Staff should be aware of where all children are at all times and check to ensure what they are doing is appropriate.

Be aware of situations where children are out of sight together and supervise accordingly.

## 6.2 Responding to Child Abuse Policy

Premium Kids Care and PKC Youth will act on recommendations made by statutory agencies concerning the official reporting of suspected abuse and on consulting with families.

Premium Kids Care and PKC Youth will ensure that it responds to all suspicions of child abuse in accordance with section 15 of the CYP&F Act:

Section 15: reporting of ill-treatment or neglect of child- Any person who believes that any child 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 member of Police. \*Social worker is defined in the CYPF Act as a Department of Child Youth and Family Services social worker.

Staff will respond to suspected child abuse or any concerning behaviour by writing down observations, impressions and communications in a confidential register. This will be kept separate from program diaries, day books communication books and enrolment information etc.

Information volunteered by a child will be fully and accurately recorded.

No child will be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.

No staff member will act alone about suspected child abuse but will consult with management. Where staff and management suspect child abuse has occurred and a child is unsafe, management is committed to promptly reporting the matter to the police or the Department of Child, Youth and Family Services. Staff involved in cases of suspected child abuse are entitled to have support. The program will maintain knowledge of such individuals, agencies and organisations in the community that provide support.



# Program Supervision

## 7.0 Supervision Policy

The Site Manager is responsible for ensuring that staff are rostered so that all children are supervised at all times and there is a minimum of two staff involved in the care and recreation of children during the time the program is operating.

Premium Kids Care and PKC Youth management will ensure that the Site Manager (or relief Site Manager) is onsite at all times.

Children will be within sight and sound of a staff at all times.

Children will be informed of the boundaries they are expected to stay within at all times and must inform an adult when they are going to leave the area.

Procedures are in place to ensure that children do not play in car parks or in any area that is not protected by fences. If any boundary is not fenced children will be shown the boundary limits within which to play to ensure that they are not near the unfenced boundary. Children will be reminded of these boundaries during program meetings.

### 7.0.1 Staff Guidelines for Supervision

- All paid and voluntary staff are responsible for the safety of children at the program.
- When staff are supervising they must be constantly observing all children in the area they are responsible for.
- Staff must make a head count occasionally and watch the playground boundaries constantly (children are to be made aware of these beforehand).
- Staff must position themselves so they can best see all the children.
- Staff must not join in on an activity if they will be unable to maintain good supervision.
- Staff must not leave the area they are supervising without ensuring it is safe to do so by:
  - a. asking another staff member to supervise the area, or
  - b. moving the children to another place where they will be properly supervised.
- In an emergency situation staff need to make sure that they respond in a way that does not create a risk of further injury or leave children without adequate supervision. Staff members should stay calm and seek help immediately.
- Duty of Care means that if a staff member sees any possibility that an activity could cause an accident or injury, they should stop the activity immediately and not allow it to re-start until it can continue safely.
- Staff will inform management as soon as possible if there are any injuries, incidents, dangerous behaviour, unsafe equipment etc.

## 7.2 Attendance Policy

Ratios will be assessed via a risk assessment plan dependent on the activity programmed, which will take into account staff experience and children's needs. We will also take into account individual children's needs and barriers where appropriate. Staff have the knowledge and skills to plan safe activities that are appropriate for the age and abilities of the children in each program.

Staff undergo a regular health and safety review and training.

Attendance records will be kept to ensure that staff members know at all times who is at the program and where the children are.

## 7.3 Supervision & Risk Assessment Policy

The safety of children and adults at the program will be ensured by:

- Identifying and recording all potential health and safety hazards at the centre and any other venues used.
- Assessing the risk to staff and program participants of all identified hazards.
- Putting controls in place to remove or minimise the risks, for example, providing safety equipment.
- Using healthy and safe work practices, together with staff training.
- Regular inspections by staff to check that hazards have not changed.
- Compliance with all relevant codes of practice and regulations.

A staff member will check the program environment at the beginning of each week Daily Venue / Hazard Check Form. The Site Manager will collect and file completed checklists. Management will regularly review these records.

# Emergencies

## 8.0 Emergency Policy

All emergency exits will be clearly displayed and regularly checked to be in working order and free of obstructions.

Evacuation procedures and plans will be displayed clearly indicating where people can assemble safely outside the building.

In all emergencies stay calm, walk, do not run.

### 8.0.1 Alarm Procedure (for any emergency situation)

- Use a whistle blown in three short bursts, sounding continuously.
- If on-site, assemble at the designated location.
- If on an excursion assemble where the whistle is being blown.
- Evacuate the building. Site Manager to check building and toilets. Assemble in the designated assembly point.
- Conduct head count and record on the Roll Sheet.
- Inform the group of the reason for alarm.

### 8.0.2 Fire Procedure

- Evacuate as above.
- Seek to extinguish small fire, or call fire brigade if more serious.
- Use a whistle blown in three short bursts, sounding continuously.
- If on-site, assemble at the designated location.
- If on an excursion assemble where the whistle is being blown.
- Evacuate the building. Site Manager to check building and toilets. Assemble in the designated assembly point.
- Ensure the Roll Sheet is taken.
- Conduct head count and record on the Roll Sheet.
- Keep children at the assembly point until danger has passed.

### 8.0.3 Earthquake

- Stay indoors if possible.
- If inside crouch in a safe place, under a desk and stay away from windows and cupboards or other objects that could fall.
- If outside, stay away from power lines, trees and assemble in a street, shelter using building doorways or beside parked vehicles.
- When shaking stops check for injuries and any hazards.

- Be alert for after shocks.

## 8.1 Emergency Drill Policy

Staff will conduct a full evacuation, earthquake and lock down drill once per term for before and after school care programs and once per holiday programme. The date will be recorded on the Daily Venue / Hazard Check Form (Appendix 7) and on the Evacuation Record Report (Appendix 13). The names of staff and volunteers who participated will also be recorded. The Site Manager will keep the fire department notified of program hours, numbers of children and give the required amount of notice of emergency drills.

## 8.2 Health & Safety Staff Training Policy

Management and the Site Manager will develop a plan of action for emergencies involving either fire, earthquake or lock down which is clearly displayed in every room and which includes:

- how to recognise the nature of the emergency
- how and where children will meet
- ensuring everyone is accounted for
- how to recognise the emergency is over

The Site Manager is responsible for:

- Keeping a record of each drill including the names of the adults present.
- Ensuring that new staff/volunteers are aware of the procedures.
- Ensuring that a designated staff member understands how to turn off water, electricity and gas.

All staff members will be trained in emergency evacuation and earthquake procedures. All new staff members will receive an initial training through the induction process and ongoing training as required.

# Property

## 9.0 Property Maintenance

Refer to policies 3.8 Cleaning Policy and 3.8.1 Cleaning Procedures.

Any hazards identified during the daily site inspection will be notified to the school for attention and recorded in the Daily Venue and Hazard Check form (Appendix 7).

Staff will take all precautions necessary to ensure children show due respect for the school property and environment.

## 9.1 Property Security

It is the responsibility of Premium Kids Care to ensure the security of the building utilized for the program. Keys will be provided for the Site Manager, Program Manager and Director, and where applicable an alarm code will be issued. Premium Kids Care management will liaise with the School regarding alarm availability for opening Before School care, closing After School care and for opening and closing during School Holidays.

## 9.2 Equipment Storage

All equipment belonging to Premium Kids Care will be stored neatly and tidily at the end of both before and after school care in the secure area provided. This includes all sports equipment, games, books, art and craft materials, and any unfinished work of the children.

Food and food products are stored separately in an allocated, appropriate area. Cleaning products are to be stored away from food and food products. They are to be stored safely and out of the reach of children at all times. Children will use cleaning products only under full adult supervision.

Storage requirements, Premium Kids Care will require a large lockable cupboard to store arts/crafts and games equipment and materials. As well as access to a fridge to store perishable items. A separate small lockable cupboard will be required to store cleaning products to prevent child access.

# Privacy

## 10.0 Privacy Policy and Procedures

This policy is in the interests of keeping both children and staff safe and to minimise any risks by ensuring that confidentiality is maintained at all times in terms of the Privacy Act 1993.

The programme will ensure worker and client confidentiality.

All forms will state why information is collected and what will be done with the information i.e. for emergencies, birthdays, health and safety of a child. No information is shared unless with the owners permission or as deemed through legislation, e.g. Health and Safety Act.

All files holding confidential information are duly secured, and kept away from the access of unauthorised persons. Enrolment forms are kept using the Enrolmy enrolment system plus one copy onsite. In all locations enrolments are stored in a locked cabinet which only those who require the information have access to it. All computer files are password protected.

Printed information will be destroyed by shredding of the documents once the child no longer attends the programme. In addition to this all computer records will be deleted from the system.

All personal information shared in discussions between staff or at meetings is to remain between those persons.

All sensitive and personal discussions involving phone or between people shall be held discreetly and in private.

At all times staff and volunteers in the programme will comply with the requirements of the Privacy Act 1993.

The Privacy Act 2020 is primarily concerned with good information handling practices, and is made up of 12 information privacy principles. The following guidelines apply these principles.

- When we collect personal information about an individual, we make known the purpose of collecting it, who will have access to it, and whether it is compulsory or optional information. We advise that individuals have the right to request access to, and correction of, their personal information.

- We only collect personal information:
  - o for purposes connected with the function of Premium Kids Care, and only when it is necessary to have this information
  - o directly from the person concerned, or, if a student, their parent or guardian, unless it is publicly available from elsewhere, or the person's interests are not prejudiced when we collect the information from elsewhere
  - o in a transparent and respectful manner.
- We have reasonable safeguards in place to protect personal information from loss, unauthorised access, use, or disclosure. These safeguards include the use of individual logins for computers, and lockable filing cabinets.
- If an individual wants access to information we hold about them, we provide it. Individuals may request correction of this information or, when not corrected, that a record of the request is attached to the information.
- We take reasonable steps to make sure personal information is correct, up to date, relevant and not misleading.
- We only keep information for as long as it is needed, and for the purposes for which it was obtained.
- Information is only used for the purposes for which it was obtained except in certain circumstances (Ministry of Social Development Requirements).
- We safeguard students' information and we do not release that information to third parties unless we are allowed, or required, to release information by law. This covers disclosure to persons other than those able to legitimately access material about their own children.

As a general rule, information about any person is not given to a third party without the person's knowledge, unless:

- the information is already publicly available
- it is being passed on in connection with a purpose for which it was obtained, for example, to the student's new school.
- the right to privacy is over-ridden by other legislation
- it is necessary for the protection of individual or public health and safety.

For most purposes, the best guide is to use good sense and to treat information about people with great respect. When in doubt, seek advice from Premium Kids Care's privacy officer or the **Office of the Privacy Commissioner**.

If Premium Kids Care becomes aware of a privacy breach we would respond as quickly as possible. This will help minimise any harm caused to the affected people and your organisation.

These are four key steps in dealing with a privacy breach:

### 1. Contain

## 2. Assess

## 3. Notify

## 4. Prevent

Complete the first three steps either at the same time or in quick succession.

Use step four to come up with longer-term solutions and prevention strategies.

Every privacy breach has a different level of risk and impact. Evaluate and respond to them on a case-by-case basis.

### Step 1: Contain

Once Premium Kids Care discovers a privacy breach, contain it immediately and find out what went wrong. Premium Kids Care could contain a breach by:

- trying to get lost information back
- disabling the breached system
- cancelling or changing computer access codes
- trying to fix any weaknesses in your organisation's physical or electronic security.

Inform the person in Premium Kids Care who is responsible for privacy issues and figure out who else you need to tell. Consider whether to inform your:

- insurer
- internal auditors
- risk managers
- legal advisers.

Notify Police if the breach appears to involve theft or other criminal activity.

Be careful not to destroy evidence that your organisation or Police might need to find the cause of the problem or fix the issue.

### Step 2: Assess

Assessing the risks of the privacy breach will help you figure out your next steps.

Premium Kids Care will take a self-assessment to help them determine the seriousness of your privacy breach using our NotifyUs tool.

Premium Kids Care would consider:

### The types of personal information involved



The more sensitive the information, the higher the risk of harm to the people affected.

A combination of personal information is usually more sensitive than a single piece of personal information. Health information, driver licence numbers, and credit card details can all cause harm on their own, but together they could be used for identity theft.

### **What the personal information might show**

For example, a list of customers on a newspaper delivery route may not be sensitive. But the same information about customers who have requested that their deliveries be stopped while on holiday would be useful information to criminals.

### **If the personal information is easy to access**

If the information doesn't have a password or encryption, then there's a greater risk of someone misusing it.

### **The cause of the breach**

Try and find out what caused the breach and if there's a risk of further breaches.

### **The extent of the breach**

Try and identify the size of the breach, including:

- how many people can access the lost information
- how many people have lost personal information
- the risk of the information being circulated further
- whether the breach is the result of a systemic problem or an isolated incident.

### **The potential harm resulting from the breach**

Think about this from the point of view of the people affected. Types of harm could include:

- identity theft
- financial loss
- loss of business or employment opportunities
- significant humiliation or loss of dignity.

### **Who holds the information now**

Information in the hands of people with unknown or malicious intentions can be of great risk to the people affected.

The risk will be lower if you know the information went to a trusted person or organisation, and you expect them to return it.

### **Step 3: Notify**

Premium Kids Care will be open and transparent with people about how they're handling their personal information.

Premium Kids Care will not notify people unless you're sure that the breach has compromised their information. Notifying the wrong people by mistake can cause unintentional damage.

Organisations will need inform the OIA office of serious privacy breaches from 1 December 2020.

Use our online NotifyUs tool to help you assess and report privacy breaches: NotifyUs of a privacy breach.

### **When to notify**

It isn't always necessary to notify people of a breach. If there's no risk of harm, notifying may do more harm than good.

Premium Kids Care needs to consider each incident on a case-by-case basis. Think about:

- the risk of harm to people affected
- whether there's a risk of identity theft or fraud
- whether there's there a risk of physical harm
- whether there's a risk of humiliation, loss of dignity, or damage to the person's reputation or relationships. For example; if the lost information includes mental health, medical, or disciplinary records.
- what affected people can do to avoid or minimise possible harm, e.g. change a password
- whether you have any legal or contractual obligations.

If you decide to notify, do it as soon as reasonably possible. However, if law enforcement is involved, check with them first in case you compromise their investigation.

### **Mandatory privacy breach reporting**

The Privacy Act 2020 will make it compulsory to report privacy breaches that have caused serious harm, or are likely to do so.

Under the changes to the Privacy Act 2020, an organisation will have to notify the Privacy Commissioner of a privacy breach, if it poses a risk of serious harm to individuals. If you are unsure as to whether the breach is a serious one, our NotifyUs tool will help you make that assessment. You can also contact our office and discuss the matter with us.

### **How to notify affected people**

It's usually always best to notify the people affected directly, such as

- by phone
- by letter
- by email
- in person.

### **What to say**

Premium Kids Care's breach notifications should contain:

- information about the incident, including when it happened
- a description of the compromised personal information
- what your organisation is doing to control or reduce harm
- what your organisation is doing to help people the breach affects
- what steps people can take to protect themselves
- contact information for enquiries and complaints
- offers of support when necessary, e.g. advice on changing passwords
- whether your organisation has notified the Office of the Privacy Commissioner
- contact information for the Privacy Commissioner.

### **Notifying third parties**

Consider any obligations of confidentiality and decide whether Premium Kids Care should inform:

- Police
- insurers
- professional or other regulatory bodies
- credit card companies, financial institutions or credit reporting agencies
- third party contractors or other parties who the breach may affect
- internal business units
- the board and the government minister
- union or other employee representatives.

### **Step 4: Prevent**

The most effective way to prevent future breaches is to a well-thought-out security plan for all personal information. The International Organisation for Standardisation has standards that are a strong starting point:

Information security management systems (ISO/IEC 27001:2013) ([external link](#))

In the aftermath of a breach, take the time to investigate the cause of the breach and update Premium Kids Care's prevention plan. Review Premium Kids Care's policies so you minimise the collection and retention of personal information. It could include a:



- security audit of both physical and technical security
- review of policies and procedures
- review of employee training practices
- review of any service delivery partners caught up in the breach.

Review Premium Kids Care's improved prevention plan regularly to make sure it works, and your organisation is implementing it.