

Policies and Procedures

Now you have them what do you need to do!

Welcome to the new Policies and Procedures Folder for Playcentre Aotearoa! We are very excited to have a new amalgamated set of policies and procedures that we can all work from throughout the country.

We acknowledge that there are a lot of documents in this folder, and so in order to get you up and running with them we have put together some information and checklists to help you integrate them into your Playcentre.

Note that these are the policies you should be operating under from 2nd September, 2019.

Step by Step

First

Have a brief look through and become familiar with what is there, and the layout. (view the online Zoom meetings or recordings if possible to assist).

Second

Add in Centre details where needed – table on page 2 details these

Third

Put the signs up on the wall. All the dark blue items are signs and should go up on the wall.

Fourth

If you have old Association/Centre policies and procedures, you need to do the following:

- Take the old signs/policies off the wall or anywhere they are displayed
- Look through any old policy folders.
- If there are policies/procedures that have things that:
 - o are not addressed in the Playcentre Aotearoa Policy and Procedure folder, and
 - o Do not contradict or go against what is in the folder and
 - o you wish to continue to use them

then rename them as Centre Practices and update any references to Associations etc. You can then put them in the new folder. There is a template on the Playcentre Aotearoa website for Centre Practices if you wish to use this.

- Then throw out/ recycle the old policies/procedures/folders that are no longer relevant



Playcentre 

Fifth

See the Review Schedule for recommended policies or procedures to look at in more detail over the rest of this year, in centre meetings or in other centre shared spaces.

Sixth

If you have feedback as you go through these policies and procedures, please use the feedback form on the Playcentre website to provide that feedback. Also look at the Review Schedule, to see when we will be formally reviewing the documents.

Getting started with the Policies & Procedures: Key points to be aware of, and actions needed

Key

	Things for Centre members to consider/ be aware of/ know how you do it in your centre
	Areas where you need to fill something in on the procedure and/or sign
	Signs that need to be put up on the wall
	Items that you need to print off from website or photocopy for ongoing use. Note these can be printed black & white.

Number	Policy or Procedure	Clause	Action Needed/Things to be Aware of	Tick When Done/ Noted
1	Guiding Principles		Playcentre Aotearoa has one philosophy across the country, but centres may have a localised statement of what the Playcentre Aotearoa Philosophy means to your centre/ how it is put in practice.	
3	Enrolment and Attendance Policy		Says that a Centre member will be nominated as the liaison person for new visitors/enrolments (a buddy/contact person) – be aware of how you do this in your centre.	
			If you have a waitlist – you need a Centre practice that outlines the priority order on that waitlist	
			Lists 4 key items that need to be on display (see table below for details)	
			Encourages centres to have a local practice around enrolment areas like – whether or not the centre will allow children to attend with home-	



			based caregivers. If you have additional requirements for enrolled children (like attending at least 2 sessions per week, etc) this would need to be in the Centre Practice.	
			Information on the centres fees or suggested donations needs to be available to parents/whānau	
4	Curriculum & Assessment Policy		How do you plan, implement and review your local curriculum?	
			Says that centres will have formal reviews or curriculum planning meetings at least once a term. Need to be aware of how this occurs in your Centre – it may be at a special planning meeting, it may be in a Facebook group, it may be through thorough planning and evaluation at the end of each session or week.	
5	Communication s and Media		Any internally facing Playcentre social media channels have authorised administrators and clearly set rules of constructive and positive engagement and moderate the channel accordingly.	
6	Privacy and Information	Pg 1	Says that you will tell new whanau how to access information about their child, funding, operations, how to be involved.	
7	Child Protection Policy	Pg 3	New members will be shown Child Protection Policy and Positive Guidance	
		Pg 3	Persons Responsible will be given regular refresher training on Child Protection 2 yearly – National and Regional bodies will arrange these trainings.	
			Accompanying visitors or contractors on session and ensuring always in line of sight of adult	
			If tamariki have online access it is only where/when adults can supervise	
7.1.2	Child Protection Procedure	1.4	Adults attending to toileting/showering needs of a child other than their own will inform another adult who will stay in line of sight whenever possible.	
		1.9	Magazines or other items being brought into the centre should be checked for inappropriate images prior to being accessible to children	
			Phones etc are where children cannot access them themselves.	
7.1.3.1	Child Protection Response flowchart	Sign	Put on wall	
7.2.2	Safety Checking Procedure	All	Important to review this procedure and understand who does what and where files are kept so can explain to ERO/ Ministry	



7.2.4	Police Vetting Form		Note that this is included as an example only. An up-to-date version should be accessed from the police vetting website or through your Regional office	
8	Positive Guidance Policy	Pg1	Consider how your centre does the bullet point items listed under “To Support our Tamariki developing social competence we..” and “To support our adults and whanau in providing positive guidance we...”. It will be things like planning meetings, end of session reviews, the adult education programme, talking with children, supporting children to make choices, etc.	
8.1	Positive Guidance Procedure		Is the procedure referred to towards the end of the policy	
		2.0 (h)	Check that your centre is providing quieter areas.	
		2.0 (i)	Consider how you share information among centre members (appropriately and respecting privacy) to ensure a consistent response from adults to children’s behaviour – again this might be at beginning or end of session meeting, leaving notes for the team the next day, shared facebook group, discussion with particular adults, etc.	
9	Health and Safety Policy	Pg 2	Ensure a Centre member or members have responsibility for overseeing health and safety	
		Pg 2-3	Review and ensure those things are happening – many are covered in the following procedures.	
9.1.1	Laundering Procedure Sign	Sign	To be displayed in centre – consider best place – near laundry items or cleaning areas.	
9.2	Nappy Changing and Disposal procedure	2.4	Enter in where or how to dispose of soiled disposable nappies at your centre – that may be taking home, in outside bin, in specific bin, etc.	
		2.7 & 3.5	If you use washable, single use towels for cleaning up during nappy changing, specify here where those towels should be put for laundering to be kept separate from other types of washing and safe for tamariki.	
9.2.1	Nappy Changing and Disposal Sign	2.4, 2.7 & 3.5	Fill in the same as for 9.2,	
		Sign	Place on the wall, near the change table/area.	
9.3	Sleeping Children Procedure	1.2	Note that the Sleeping Child checks must be kept for 2 years – if using a whiteboard or other disposable form, how is this recorded/kept for future?	
		3.2 (d) & (e)	If your centre wants to use the same bedding for individual tamariki across a week, ensure that the items in these 2 points are in place	



9.3.1	Sleeping Children Procedure Sign	Sign	Place on Wall in Sleeping area	
9.4.1.1	Illness, Injury and Incident Procedure Sign	Sign	Place on Wall – in prominent area or near First aid kit.	
9.4.2	Child Washdown Procedure		Note that this procedure is to be used for most centres. If there is a particular reason that this procedure will not work for your Playcentre, and you have a procedure that has previously been approved – please send a copy to sd.mgr@playcentre.org.nz and we will advise on next steps.	
		Washdown B – 2.2 & 4.2	If Washdown Procedure B applies to you – you do not have a tub or shower available in your centre – then fill in clause 2.2. and 4.2. Note where you keep the washdown sheet, and washdown bucket	
9.4.2.1	Child Washdown Procedure Sign	Washdown B 2.2 & 4.2	If using Washdown B complete these clauses as for 9.4.2.	
		Sign	Choose EITHER Washdown A OR Washdown B and put the appropriate Sign on your wall (do not put up both).	
9.4.3	Sick Child Isolation Procedure	1.1	In the first box note where those items were kept, and in the second grey box note where you will place them for the child to use (in isolation).	
		1.3	Enter where the isolation area is for your centre	
		3.5	If you do not want items to go in the rubbish bin, please enter where they should go here	
		3.8	As per 1.1 – note where these items are stored.	
9.4.3.1	Sick Child Isolation Sign	1.1, 1.3, 3.5, 3.8	Complete as per 9.4.3	
		Sign	Place on wall – in the isolation area or near First Aid Kit	
9.4.4	Notifiable Events Sign	Sign	Place on wall near first aid kit.	
9.4.6	Minor Illness, Injury & Incident Notice		Consider printing off/copying a few copies to have on hand at centre ready to complete when needed	
9.4.7	Serious Harm Investigation Form		Consider printing off/copying a few copies to have on hand at centre ready to complete when needed	
9.5.1.1	Medicine Administration Cat 2		Consider printing off/copying one or two to have on hand at centre ready to complete when needed	
9.5.1.2	Medicine Administration Cat 3		Consider printing off/copying one or two to have on hand at centre ready to complete when needed	
9.5.1.3	Medicine Administration Register		Consider printing off/copying one or two to have on hand at centre ready to complete when needed	



9.6	Hazard and Risk Management Procedure	1.1	Fill in how your centre allocates the person to do Health and Safety Checklist each day (always the Person Responsible, first person in door, allocated at morning meeting, etc)	
		1.3	Your current sign in sheet may not have a "H&S Checklist" prompt – please write on the sheets "H&S checklist completed, or something similar. We will get a checkbox added to Discover.	
9.6.1	Daily Health and Safety Checklist		Consider how you will use. Can be printed double sided. Could be printed and laminated, then a completed and a photo taken each day to keep the record, before being wiped off to use again.	
9.6.2	Hazard and Risk Register	Pg 1 & 2	Need to be printed off, completed and placed on wall in a prominent place.	
		Pg 3	Needs to be printed each term, and signed/dated by all adults attending as well as any visitors/contractors etc.	
9.8	Food and Drink Procedure	1.6	Enter in where the record of Food served is kept in your centre (and also whether it is notebook, sheet on wall, etc)	
		2.1	Enter in how the children have access to fresh drinking water – e.g. own drink bottles, have cups and taps in kitchen, have a water fountain, etc.	
9.9	Emergency Plan Contents		Note that the last 2 items on the contents list – the plan of your building and the evacuation route map need to be added by you. If you add those to this folder and fill in all the areas of the Emergency Plan Procedures – it should meet the requirements to have an Emergency Plan for your centre. There may be one or two specific hazards that you need to add a centre practice for.	
9.9.1	Emergency Planning Procedures	Pg 1	Enter in your centres name, address, phone number and email in the spaces at the top of the page. This is to personalise it and also prompt your memory, or that of someone new who may not remember them in an emergency	
			Also enter in one or two local radio station frequencies who would carry emergency information.	
		1.1	Ensure Evacuation scheme is displayed on the wall	
		1.2	Enter in where your Emergency Kit, First Aid Kit and Quick Getaway Kit are stored.	
			Make sure you have, or make plans to establish a Quick Getaway Kit with key supplies as well as the Civil Defence items in the centre. See 9.9.9 for more information and suggestions.	
		1.3 (b)	Do you have Emergency contact details for all tamariki and adults?	
		1.3 (c)	Include on Emergency Contact list another centre adult who is authorised to take child home if necessary (And possible)	



		1.3 (b)	Copy of emergency contact list is kept by sign-in area and in emergency kit													
		1.3 (d)	Enter in how you will contact parents/emergency contacts in case of an emergency – e.g. phone call, text, will you use a phone tree?													
		1.5	Enter in any additional risk areas in your centre that need to be covered (e.g. driveway), and also record how you will assign people to these areas each session.													
		3.1	Consider how you are ensuring new parents are made aware of emergency procedures													
		5.1	Ensure you have process for sharing feedback from drills and using this to enhance the process next time													
		Pg 6	Fill in local Emergency contact details													
9.9.2	Fire and Evacuation Procedure	1	Fill in the contact centre details for your area: <table border="1"> <thead> <tr> <th>Fire Communications Centre</th> <th>Areas covered</th> <th>Phone number</th> </tr> </thead> <tbody> <tr> <td>Northern</td> <td>North of the line between Mount Taranaki and East Cape</td> <td>09 486 7948</td> </tr> <tr> <td>Central</td> <td>South of the line between Mount Taranaki and East Cape</td> <td>04 801 0812</td> </tr> <tr> <td>Southern</td> <td>All of the South Island</td> <td>03 341 0266</td> </tr> </tbody> </table>	Fire Communications Centre	Areas covered	Phone number	Northern	North of the line between Mount Taranaki and East Cape	09 486 7948	Central	South of the line between Mount Taranaki and East Cape	04 801 0812	Southern	All of the South Island	03 341 0266	
Fire Communications Centre	Areas covered	Phone number														
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Southern	All of the South Island	03 341 0266														
		7	Insert the location of your Evacuation point.													
		14	Enter your local Regional Office phone number													
		15	Enter your local Ministry of Education office phone number													
9.9.2.1	Fire and Evacuation Procedure Sign	1,7,14,15	Fill in as per 9.9.2.													
		Sign	Put into a clearfile sheet, or laminate as one back to back sign – have it hooked or pinned near exit so that it can be grabbed and taken with you to use during a drill or emergency situation.													
9.9.3	Earthquake Procedure	8	Enter in your Emergency evacuation point													
		10	If your centre is in a tsunami risk area, enter in the higher ground/ inland evacuation point you would go to here.													
		11	Ensure you know how your centre will collate feedback from drills to inform any review of the process.													



		13	Enter in relevant local websites that would provide updates in an emergency	
		14	Enter in relevant local radio stations that would provide updates in an emergency	
		16	Enter in your local Regional office phone number	
		17	Enter in your local Ministry of Education phone number	
9.9.3.1	Earthquake Procedure Sign	8,10,13, 14,16,17	Fill in as per 9.9.3	
		Sign	Put into a clearfile sheet, or laminate as one back to back sign – have it hooked or pinned near exit so that it can be grabbed and taken with you to use during a drill or emergency situation.	
9.9.4	Sheltering-in Place procedure		This procedure is designed to cover storms/ gales/ volcanic ash/ chemical spill and/or a lockdown situation due to a violent or dangerous person	
		9	Enter in where you would evacuate too if required to leave the premises.	
		11	Enter in local websites that may give updates in emergency situations	
		12	Enter in local radio stations that may give updates in emergency situations	
9.9.4.1	Sheltering-in Place Sign	9,11,12	Enter as per 9.9.4	
		Sign	Put into a clearfile sheet, or laminate as one back to back sign – have it hooked or pinned near exit so that it can be grabbed and taken with you to use during a drill or emergency situation.	
9.9.6	Building Assistance Register		Print off a copy of this form, and fill in any areas where people needing particular assistance may be, as well as if there are any particular people who may need assistance. Keep it near the exit area.	
9.9.10	Fire Action Sign		Centres are required to have a sign on blue background with White writing. If you already have one that looks like this up on the wall ,that is fine, if not need to fill in this one, including Exits and Assembly points and put up on wall -	
All of 9.9	Emergency Plan		Once you have completed all of the sections of 9.9 – take a photocopy of 9.9, 9.9.1, 9.9.2, 9.9.3, 9.9.4, 9.9.6, 9.9.9 and the maps and plans, and put these along with a list of centre member emergency contacts in your Civil Defence Kit and your Quick Getaway Kit, so that they can be taken with you in an emergency.	
10.1	Employment Procedures		There are some changes to “who does what” in relation to employees, so please read through this carefully	
		1.3	Any centres who have, or are thinking of having a centre-paid employee, need to establish a small	



			employment committee to manage employment related matters.	
13	Finance Policy	Pg 1	Ensure your Centre has a person, or people responsible for the Treasury functions described.	
		Pg 3	Centres should have an annual budget (And annual plan)	
			Centre determined financial management practices –look through the highlighted box and consider/ensure your centre knows how they do these things.	
			Expectation of centres having financial reserves equivalent to 4 months of expenses at all times. If you don't have this, consider how you could build up.	
		Pg 4	Review all bank/ cash handling rules on this page and ensure they are being enacted in your centre.	
14.1	Complaint Resolution Procedure	Pg 2	Enter in the appropriate phone numbers or contact details for local – Regional Office/ Regional Manager, Service Delivery Manager, Training Coordinator and Ministry of Education Office.	
14.1.1	Complaint Resolution Sign		Fill in phone numbers as per 14.1,	
			Place both pages next to each other in a prominent public area of the Playcentre.	
15	Review, Research and Evolvment policy	Pg 1	Talks about centres doing daily session evaluations and formal centre planning at least once a term. Be clear about how this is done in your centre- is it end-of-session meetings, is it on a closed facebook group, is it termly meetings, is it asking parents???	
		Pg 2	Think about how you keep centre members up to date/involved in any internal reviews and/or policy/procedure reviews.	
Resources	Key Information for parents		GMA 2 requires centres to have written information letting parents know how to access: <ul style="list-style-type: none"> - information concerning their child; - the service's operational documents; and - the most recent Education Review Office report regarding the service You may already have this available. If not, you can use this template to either: complete and put on the wall where it is visible to parents/ visitors AND/OR print off individual copies for parents to take home	



Roles and Responsibilities in Relation to the Policies and Procedures for Playcentre Aotearoa

What	Now	Ongoing
1. Read/become familiar with Policies and Procedures	Everyone – Key Centre Members, Centre Admin and CSW, National, Regional	Everyone – introduce new Centre members to them
2. Complete aspects of procedures with Centre specific information	Centre Admin – in consultation with Centre members	Centre members – update as needed.
3. Hang signs on walls	Centre Admin – in consultation with Centre members	
4. Remove old Association P&Ps from Centre (including folders/signs etc)	Centre Admin – in consultation with Centre members	
5. Provide any feedback on P&Ps for review	Everyone – mostly Centre members	Everyone
6. Hold regular “refresh” sessions of P&P in Centre		Centre members – CSW to provide support
7. Alert Centres to which policies are up for formal review when	National team – via Bulletin	
8. Make any changes to P&P as a result and notify changes in the Bulletin	National team owners of relevant P&P – following feedback provided	
9. Update website as changes occur	National Communications Manager	
10. Update folder as changes occur		Centre Members if choose to retain an up to date folder

