

YMCA New Zealand

CODE OF PRACTICE

for OSCAR
Programmes



We build strong **KIDS**
strong **FAMILIES** strong **COMMUNITIES**



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Foreword

It's an immense pleasure to be able to say a few words about this Code of Practice in particular, and about YMCA New Zealand's OSCAR programmes in general.

Parents and caregivers around New Zealand entrust their children to us on a daily basis—we are the largest provider of OSCAR programmes in the country. This is both a great privilege and a sobering responsibility. In return for the trust shown by parents and caregivers, we are determined to provide the safest, most enriching environment we can for their children. The regulations and standards in this Code of Practice are designed to ensure we do just that.

Nothing is more important to us as an organisation than providing a safe environment for children—nothing. The over-riding consideration in the preparation of this document, therefore, is the safety of the children entrusted to our care. We believe parents and caregivers expect this of us, and we take it upon ourselves to meet the highest standards in this respect.

In addition to prioritising child safety, the Code of Practice also ensures that we—

- take an intentional, structured approach to planning, delivering and evaluating our OSCAR programmes;
- build strong relationships with parents and caregivers, and with the communities where we are privileged to work;
- keep our professional standards and practices up to date;
- exercise proper stewardship over the resources used to run our programmes; and
- comply with the many rules and regulations that are applicable to our programmes.

The Code of Practice is thorough and extensive, and there's certainly a fair bit of work involved in applying it within a YMCA. However, there is no other way to provide the kinds of programmes we aspire to provide, and the end result is definitely worth the effort.

I commend this document to all YMCA staff, and I express the organisation's sincere gratitude to you for the wonderful way you serve this nation's children through our programmes.



David Gray

YMCA New Zealand Chief Executive Officer

Contents

Introduction	3
Structure of the Code of Practice	4
Glossary of Terms	6
Regulations & Standards	8
1. COMPLIANCE MANAGEMENT	8
1.1 MSD Approval	8
1.2 YMCA Self-Review	8
1.3 Policies & Procedures	9
1.4 Change of Circumstances	9
1.5 Financial Management	10
2. STAFFING	11
2.1 Staff Management	11
3. SUPERVISION & MANAGEMENT OF CHILDREN	14
3.1 Enrolment	14
3.2 Dropping Off and Collecting Children	15
3.3 Staff-to-Children Ratios	16
3.4 Child Protection	17
3.5 Behaviour Management	17
3.6 Overnight Stays	18
4. PROGRAMMING & PLANNING	19
4.1 Programme Planning	19
4.2 Environmental Planning	20
4.3 Programme Equipment	20
4.4 Programme Evaluation	20
5. HEALTH & SAFETY	22
5.1 Health & Safety	23
5.2 Accidents & Infectious Diseases	23
5.3 Premises, Facilities & Equipment	24
5.4 Emergency Procedures	24
6. GOVERNANCE & ADMINISTRATION	26
6.1 Insurance	26
6.2 Maintenance of Records & Information Privacy	26
6.3 Partnerships	26
6.4 Relationship with MSD	27
Acknowledgment	28

Introduction

YMCAs across New Zealand provide quality care and recreation during out-of-school hours for children aged between five and fourteen years. These activities are called OSCAR programmes—‘**O**ut of **S**chool **C**are and **R**ecreation’.

OSCAR programmes take a number of different forms; they can be—

- before-school care programmes;
- after-school care programmes; and/or
- school holiday programmes, including camps.

The YMCA’s mission and core values are the foundations on which our OSCAR programmes are built.

Our mission is: We build strong kids, strong families, strong communities (or, in te reo Maori, Me whakahangaia hangaia e matou, i nga tamariki, i nga whanau, i nga hapori e).

Our values are as follows:

respect: treat others, as you would have them treat you; value the worth of every person, including yourself.

caring: be considerate of others; be helpful, thoughtful, compassionate and kind.

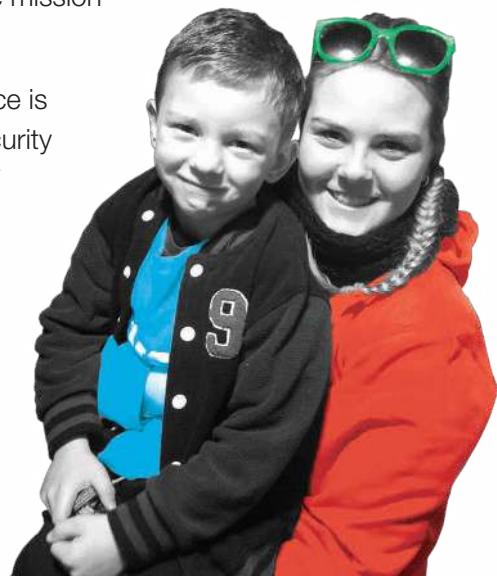
honesty: be truthful, open and sincere; act with integrity in all that you do.

responsibility: do what is right, what you ought to do; own the task at hand, be accountable for your behaviour and obligations.

This Code of Practice is designed to support our mission and values.

The regulations and standards it contains spell out what the mission and values look like in practice.

At a more practical level, the purpose of the Code of Practice is to ensure compliance with sections 25-27 of the Social Security (Childcare Assistance) Regulations 2004 and the Ministry of Social Development’s OSCAR Standards for Approval.



Structure

of the Code of Practice

This Code of Practice consists of six regulations, as follows:

1. **Compliance**
2. **Staffing**
3. **Supervision & Management of Children**
4. **Programming & Planning**
5. **Health & Safety**
6. **Governance & Administration**

Each regulation is broken down into one or more standards, which spell out in detail how the regulation is to be applied in practice.

The regulations and standards that must be met are presented in the following numbered format:

Figure 1: Format of Regulations and Standards

1. THIS IS THE NAME OF THE REGULATION

The name is followed by a high-level description of the content of the regulation.

1.1 THIS IS THE FIRST STANDARD UNDER THE REGULATION

1.1.1 These are the detailed provisions of the standard.

The Code of Practice begins with a glossary of terms, where all of the technical words and phrases used in the regulations and standards are explained.

Application of the Code of Practice

The Code of Practice applies to every person involved in the planning or delivery of an OSCAR programme for YMCA New Zealand.

It is important to note that the Code of Practice makes no distinction between employees and volunteers—both groups are regarded as staff members for the purposes of this document, and both are equally bound by it.

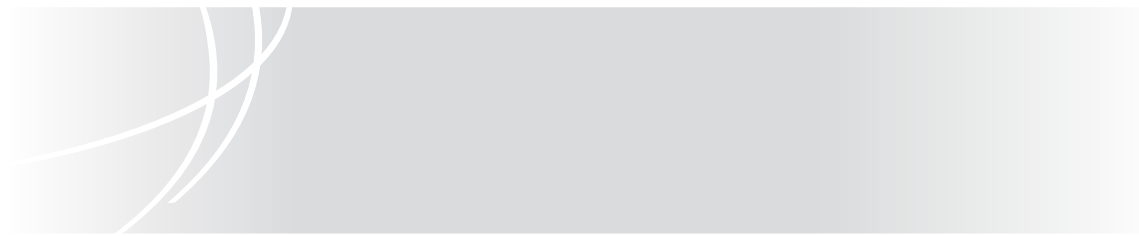
All staff involved in the delivery of OSCAR programmes must be broadly familiar with the content of the Code of Practice. This doesn't mean understanding every last detail, but it does mean knowing what the document covers and when to refer to it for guidance. If more information about any aspect of an OSCAR programme is needed, the National Manager, Children's Services, will always be more than happy to provide it.



Glossary of Terms

In this Code of Practice—

accreditation	means permission from MSD to deliver a programme.
accredited number	means the maximum number of children permitted to be on a programme at any one time.
accredited programme	means a programme which has permission from MSD to be delivered.
adult	means a staff member aged 22 years or older.
approved person	means a person who is legally entitled to be responsible for a particular child.
CEO	means the most senior manager of a YMCA, regardless of that person's title.
child	means a person aged between 5 and 14 years (inclusive).
cultural needs	means the legitimate needs and requirements of a child arising from the child's ethnicity, religion and/or culture.
management team	means those staff members of a YMCA, including the CEO, who have responsibility for making decisions about the delivery of programmes. This may include programme managers, co-ordinators and supervisors.
MSD	means Ministry of Social Development.
NMCS	means the National Manager, Children's Services, an employee of YMCA New Zealand
OSCAR programme	means a combination of activities planned and delivered by a YMCA under this Code of Practice and pursuant to a contract between YMCA New Zealand and MSD, and may refer to a before-school programme, an after-school programme, a holiday programme or a camp, and programme has the same meaning.



OSCAR	means Out of School Care and Recreation.
physical location	means the actual place where a programme is delivered.
policy	means a written statement authorised by the CEO of a YMCA stating how the YMCA will implement this Code of Practice.
procedure	means a written description authorised by the CEO of a YMCA describing how the YMCA will deliver its programmes.
programme plan	means a document prepared under Standard 4.1, Programme Planning.
regulation	means a high-level statement in this Code of Practice with which a YMCA delivering programmes must comply.
staff member	means a person engaged by a YMCA—whether under an employment agreement or a volunteer agreement—to deliver, or to assist in the delivery of, a programme, and staff has the same meaning.
standard	means a description of how the regulations in this Code of Practice are to be implemented by YMCAs.
volunteer	means a person engaged by a YMCA under a volunteer agreement to deliver, or to assist in the delivery of, a programme.
YMCA	means a member of the National Council of YMCAs of New Zealand Inc which provides programmes.
YMCA New Zealand	means the National Council of YMCAs of New Zealand Inc.

1. COMPLIANCE MANAGEMENT

All YMCA programmes must—

- (a) comply with all relevant legislation;
- (b) meet MSD OSCAR Standards for Approval;
- (c) comply with the regulations and standards set out in this Code of Practice;
- (d) comply with all YMCA policies and procedures;
- (e) be reviewed regularly; and
- (f) prioritise the safety of children.

1.1 MSD APPROVAL

- 1.1.1 No YMCA may deliver a programme without first obtaining approval from MSD to deliver OSCAR programmes.
- 1.1.2 An application to MSD for approval to deliver programmes must be made in consultation with, and in the form prescribed by, the NMCS.
- 1.1.3 Every application to MSD for approval to deliver programmes must be—
 - 1.1.3.1 authorised by the CEO of the YMCA; and
 - 1.1.3.2 countersigned by the NMCS.
- 1.1.4 A YMCA must deliver its programmes strictly in accordance with any funding contract between the YMCA and MSD, including agreed days and hours of operation.

1.2 YMCA SELF-REVIEW

- 1.2.1 A YMCA must review its programmes at least annually.
- 1.2.2 A review of a programme must be documented.
- 1.2.3 The completion of every review of a programme must be certified by the CEO of the YMCA.
- 1.2.4 A description of the findings of every review of a programme must be provided to the NMCS as soon as practical after the completion of the review.

1.3 POLICIES & PROCEDURES

- 1.3.1 The CEO of a YMCA is responsible for ensuring that the YMCA adopts and abides by written policies and procedures to give effect to this Code of Practice.
- 1.3.2 the policies and procedures of every YMCA must—
 - 1.3.2.1 be reviewed at least annually;
 - 1.3.2.2 prioritise child safety;
 - 1.3.2.3 include a Code of Behaviour for staff;
 - 1.3.2.4 specify how complaints (whether written or verbal) will be handled;
 - 1.3.2.5 specify that serious complaints must be reported in a timely manner to the NMCS;
 - 1.3.2.6 specify how feedback will be dealt with; and
 - 1.3.2.7 provide that at least one staff member with a current First Aid qualification is present, at all times, during the delivery of OSCAR programmes.

1.4 CHANGE OF CIRCUMSTANCES

- 1.4.1 Every change in circumstance of a programme must be advised as soon as practical to the NMCS.
- 1.4.2 In this standard, “change of circumstance” includes—
 - 1.4.2.1 a material change in the nature of the YMCA;
 - 1.4.2.2 a change in the accredited number for the programme;
 - 1.4.2.3 a change in the physical location of the programme;
 - 1.4.2.4 a material change in the nature of the physical location of the programme;
 - 1.4.2.5 the closure of a programme; and
 - 1.4.2.6 the suspension and/or revocation of accreditation for the programme.

1.5 FINANCIAL MANAGEMENT

- 1.5.1 A YMCA must follow generally-accepted accounting principles and practices in relation to the financial management of its programmes.
- 1.5.2 Without limiting the generality of clause 1.5.1, every YMCA must, in relation to its programmes—
- 1.5.2.1 prepare annual budgets;
 - 1.5.2.2 maintain accurate records of bookings and attendances;
 - 1.5.2.3 maintain appropriate banking and other arrangements for the handling of monies received, held and disbursed;
 - 1.5.2.4 correctly record all income and expenditure;
 - 1.5.2.5 correctly deal with funding received in advance; and
 - 1.5.2.6 prepare audited annual financial statements.
- 1.5.3 The principles and practices referred to in clause 1.5.1 must encompass the management of any funds received from external sources for the YMCA's programmes.



2. STAFFING

The policies and procedures of a YMCA, under clause 1.3.1, must—

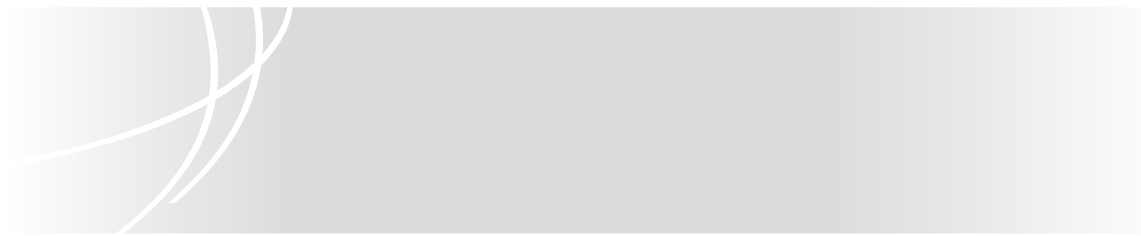
- (a) encompass staff recruitment and selection;
- (b) comply with all relevant employment legislation;
- (c) provide for appropriate staff training and development; and
- (d) encompass the management of complaints.

2.1 STAFF MANAGEMENT

2.1.1 A YMCA that delivers programmes must maintain a file on every staff member.

2.1.2 The file of a staff member referred to in clause 2.1.1 must include—

- 2.1.2.1 a copy of the application form submitted by the staff member when applying for the job;
- 2.1.2.2 a copy of the curriculum vitae submitted by the staff member when applying for the job;
- 2.1.2.3 at least two verbal reference checks;
- 2.1.2.4 the staff member's letter of appointment;
- 2.1.2.5 copies of the notes made by interviewers during the selection process preceding the staff member's appointment;
- 2.1.2.6 a police vetting form no more than 24 months old;
- 2.1.2.7 photographic verification of the staff member's identity;
- 2.1.2.8 a signed declaration by the staff member that he or she has not—
 - (i) been subject to any form of investigation or diversion by Child Youth & Family or a similar agency; and/or
 - (ii) changed his or her name;



- 2.1.2.9 a signed employment agreement or volunteer service agreement (as appropriate);
 - 2.1.2.10 a signed position description (which may be attached to the employment agreement or volunteer service agreement);
 - 2.1.2.11 acknowledgement by the staff member that he or she has completed OSCAR staff induction including training in the Code of Behaviour;
 - 2.1.2.12 verification by an appropriate member of the YMCA's management team that the staff member has completed OSCAR staff induction including training in the Code of Behaviour;
 - 2.1.2.13 verification that child protection training, behaviour management training and health and safety training have been completed annually;
 - 2.1.2.14 where the staff member or volunteer is authorised to transport children as part of their job, a copy of—
 - (i) a current full driver's licence; and
 - (ii) a YMCA van driver qualification;
 - 2.1.2.15 where the staff member is required to have a First Aid qualification, evidence of this qualification;
 - 2.1.2.16 where the staff member or volunteer is required to lead the supervision of children around water, evidence of compliance with the swimming standards described in clause 5.1.5; and
 - 2.1.2.17 a copy of the staff member's most recent performance appraisal (where the staff member or volunteer has been engaged for more than 12 months).
- 2.1.3 A reference check referred to in clause 2.1.1.2 above must—
- 2.1.3.1 be documented;
 - 2.1.3.2 not be obtained from a member of the staff member's family.
- 2.1.4 A reference check carried out under this standard must include a question similar to this:
- “Most YMCA staff work with children and young people in one way or another. Is there anything you know about this applicant that may impact on the health and safety of children and young people entrusted to the YMCA's care?”

- 2.1.5 Police vetting carried out under this standard must confirm that the staff member does not have convictions for a specified offence as defined in the Vulnerable Children's Act 2014.
- 2.1.6 Unless there are exceptional circumstances, police vetting must also confirm that the staff member does not have convictions for crimes of violence, including domestic violence, or dishonesty.
- 2.1.7 In this standard, the nature of any "exceptional circumstances" must be documented in the staff member's file and must be certified as true and correct by the CEO of the YMCA.
- 2.1.8 Any staff induction under this standard must include awareness of, and training in, the Code of Behaviour referred to in clause 1.3.2.4.

An employment agreement or volunteer service agreement, referred to in clause 2.1.2.8, must provide that the intellectual property relating to a YMCA's programmes remains the property of the YMCA both during and subsequent to the termination of the agreement.

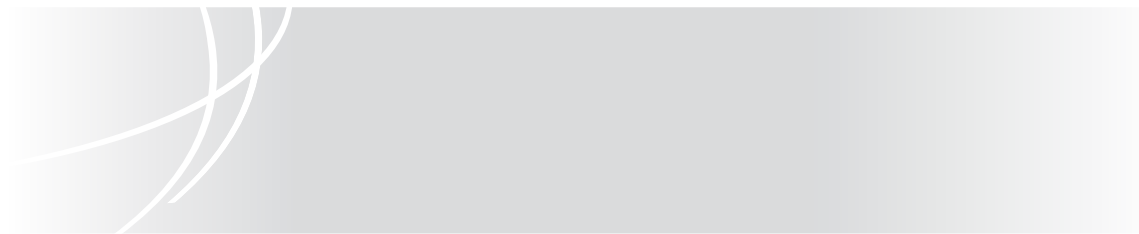


3. SUPERVISION & MANAGEMENT OF CHILDREN

The policies and procedures of a YMCA, under clause 1.3.1, must prioritise child safety, including compliance with all relevant child safety legislation, and must reflect the United Nations' Convention on the Rights of Children.

3.1 ENROLMENT

- 3.1.1 A YMCA that delivers programmes must collect accurate enrolment information.
- 3.1.2 When a child is enrolled in a programme, the YMCA must collect:
 - 3.1.2.1 full contact details for the parent/guardian/caregiver of the child;
 - 3.1.2.2 the child's full name, gender and ethnicity;
 - 3.1.2.3 at least two emergency contacts;
 - 3.1.2.4 the names of any individuals authorised to collect the child from the programme;
 - 3.1.2.5 the names of any individuals who are not authorised to collect the child from the programme (where the child is subject to any custody, access or protection order);
 - 3.1.2.6 comprehensive information about any health and/or medical conditions that may be relevant to the child's participation in the programme, including information about how to treat and/or respond to any such conditions; and
 - 3.1.2.7 the particular days and dates when the child will attend the programme.
- 3.1.3 Information collected under clause 3.1.2 must be collected—
 - 3.1.3.1 by an appropriate member of the YMCA's management team; and
 - 3.1.3.2 prior to the child participating in any programme.
- 3.1.4 When information is collected by a YMCA, under clause 3.1.2, the YMCA must provide the person or persons from whom the information is collected with a statement under the Privacy Act 1993 stating—
 - 3.1.4.1 the purpose for which the information is being collected;



- 3.1.4.2 the circumstances under which the information may be disclosed to other parties;
and
- 3.1.4.3 the fact that the information may be disclosed to MSD.
- 3.1.5 A YMCA must obtain specific written permission from the parent/caregiver/guardian of a child before—
 - 3.1.5.1 taking photographs of the child, or permitting photographs to be taken;
 - 3.1.5.2 applying sunscreen to the child; and/or
 - 3.1.5.3 transporting the child.
- 3.1.6 The enrolment procedures of a YMCA must include written procedures for dealing with—
 - 3.1.6.1 custody, access and/or protection orders; and
 - 3.1.6.2 children with special needs and/or diverse abilities.

3.2 DROPPING OFF AND COLLECTING CHILDREN

- 3.2.1 YMCA may only permit a child to be collected from a programme by a person or persons whom the YMCA believes, on reasonable grounds, is legally entitled under clause 3.1.2.4 to collect the child.
- 3.2.2 A YMCA that delivers programmes must comply with the following sign-in and sign-out protocols:

Type of Programme	Must be signed in by	Must be signed out by
Before School Care	Parent/guardian/caregiver	Staff member
After School Care	Staff member	Parent/guardian/caregiver
Holiday Programme	Parent/guardian/caregiver	Parent/guardian/caregiver
Camp	Parent/guardian/caregiver	Parent/guardian/caregiver

- 3.2.3 A child may only be permitted to arrive at, or leave, a programme unaccompanied where the YMCA holds written permission from the parent/caregiver/guardian for this to happen.

3.2.4 A YMCA that drops off, or collects, children must comply with the following sign-in and sign-out protocols:

Type of Programme	Must be signed in by	Must be signed out by
Before School Care	not applicable	Staff member
After School Care	Staff member	not applicable

3.2.5 The policies and procedures of every YMCA must provide for—

3.2.5.1 the presence of children outside programme hours;

3.2.5.2 the non-arrival of children; and

3.2.5.3 the non-collection of children.

3.3 STAFF-TO-CHILDREN RATIOS

3.3.1 A YMCA that delivers programmes must ensure that a minimum of two (2) staff are staffing the programme at all times.

3.3.2 Every YMCA facility must comply with the following minimum child-to-staff ratios:

Nature of Activity/Site	Ratio of Staff : Children
on site	1 : 10
off-site excursions	1 : 8
water-based activities	1 : 6

3.3.3 A staff member who is under sixteen (16) years of age is not included in the calculation of ratios under clause 3.3.2.

3.3.4 The child-to-staff ratios set out in clause 3.3.2 are minimum ratios which may need to be increased in circumstances where the risk assessment required by clause 5.1.1 indicates that an increase is necessary or desirable.

3.3.5 Unless an exemption has been obtained, the management and supervision of programmes must be carried out by adults.

- 3.3.6 In this standard, an exemption under clause 3.3.5 may only be obtained by the CEO of the YMCA from the National Chief Executive of YMCA New Zealand.

3.4 CHILD PROTECTION

- 3.4.1 The policies and procedures of every YMCA must—
- 3.4.1.1 include procedures for responding to, and reporting, instances, or suspected instances, of child abuse (consistent with section 15 of the Children, Young Persons and their Families Act 1989 and section 19 of the Vulnerable Children’s Act 2014);
 - 3.4.1.2 prescribe the nature of permitted relationships between children and staff;
 - 3.4.1.3 provide that no child will be out of sight and/or sound of a staff member at any time; and
 - 3.4.1.4 protect confidential information about children.

3.5 BEHAVIOUR MANAGEMENT

- 3.5.1 The policies and procedures of every YMCA must encompass—
- 3.5.1.1 behaviour management (including staff training and development in behaviour management);
 - 3.5.1.2 anti-bullying;
 - 3.5.1.3 play and supervision;
 - 3.5.1.4 conflict resolution;
 - 3.5.1.5 incident reporting; and
 - 3.5.1.6 exclusion.
- 3.5.2 The policies and procedures of every YMCA must be designed and applied to ensure that no child—
- 3.5.2.1 is humiliated;
 - 3.5.2.2 is physically handled in inappropriate ways;
 - 3.5.2.3 feels degraded; or
 - 3.5.2.4 experiences consequential fear or anxiety.

3.6 OVERNIGHT STAYS

- 3.6.1 A YMCA that delivers programmes that entail overnight stays must ensure that gender-appropriate supervision is provided, comprising either—
- 3.6.1.1 two (2) staff members sleeping in the facility being used for the programme; or
 - 3.6.1.2 two (2) staff members monitoring the sleeping areas.
- 3.6.2 The policies and procedures of every YMCA, which provides programmes under clause 3.6.1, must ensure that the risk assessment for such programmes encompasses—
- 3.6.2.1 the nature of the sleeping arrangements;
 - 3.6.2.2 the quality of supervision and management available during sleeping hours; and
 - 3.6.2.3 any additional provisions to cover sickness, emergencies or other reasonably foreseeable eventualities.



4. PROGRAMMING & PLANNING

All YMCA programmes must –

- (a) be planned, implemented and evaluated with the diverse needs of children in mind;
- (b) be described in a written plan;
- (c) incorporate the YMCA's core values of honesty, caring, respect and responsibility;
- (d) incorporate the Developmental Assets framework; and
- (e) be developed collaboratively, where possible, with children and with parents/caregivers/guardians.

4.1 PROGRAMME PLANNING

- 4.1.1 A YMCA facility that delivers programmes must prepare a written programme plan prior to the start of every programme, outlining the key activities in the programme.
- 4.1.2 A programme plan prepared under clause 4.1.1 must –
 - 4.1.2.1 provide opportunities for children to learn by exploring different environments and experiencing new activities;
 - 4.1.2.2 be developmentally appropriate for the children who will participate in the programme;
 - 4.1.2.3 be approved by a senior manager of the YMCA; and
 - 4.1.2.4 be available to parents/caregivers/guardians and others with a genuine interest in the programme.

4.2 ENVIRONMENTAL PLANNING

4.2.1 A programme plan prepared under Standard 4.1 must ensure that—

4.2.1.1 the space in which the programme will take place enables children to participate in activities which—

- (i) take place both indoors and outdoors;
- (ii) encompass both small and large groups;
- (ii) can be done individually;
- (iii) are messy and noisy; and/or
- (iv) are quiet and calm;

4.2.1.2 all spaces in which the programme takes place are safe, clean and inviting; and

4.2.1.3 indoor noise levels are not excessive.

4.3 PROGRAMME EQUIPMENT

4.3.1 A programme plan prepared under Standard 4.1 must ensure that children have access to equipment that—

4.3.1.1 promotes positive social, emotional, physical and cognitive development;

4.3.1.2 encourages imaginative play;

4.3.1.3 stimulates intellectual development;

4.3.1.4 meets cultural needs;

4.3.1.5 is clean and hygienic; and

4.3.1.6 is well-maintained and safe.

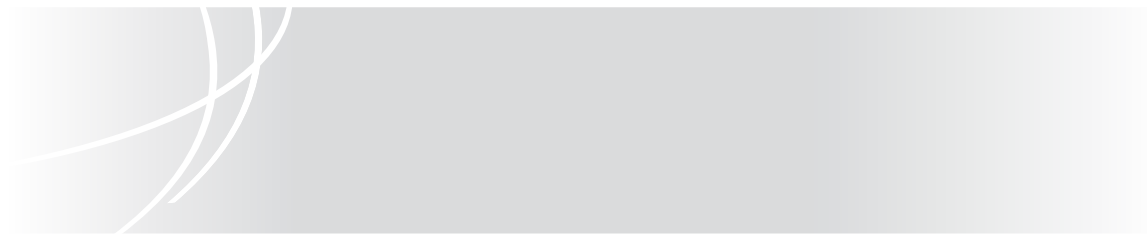
4.4 PROGRAMME EVALUATION

4.4.1 A YMCA that delivers programmes must evaluate its programme plans at least annually.

4.4.2 An evaluation carried out under clause 4.4.1 must encompass—

4.4.2.1 the content and objectives of the programme;

4.4.2.2 the capability and performance of programme staff;



- 4.4.2.3 the physical environment of the programme; and
- 4.4.2.4 the timing and duration of the programme.
- 4.4.3 An evaluation carried out under clause 4.4.1 must also—
 - 4.4.3.1 incorporate an assessment or review of the needs of the community;
 - 4.4.3.2 incorporate feedback and recommendations from the parents/caregivers/guardians of participating children; and
 - 4.4.3.3 attempt to incorporate feedback and recommendations from the children themselves.



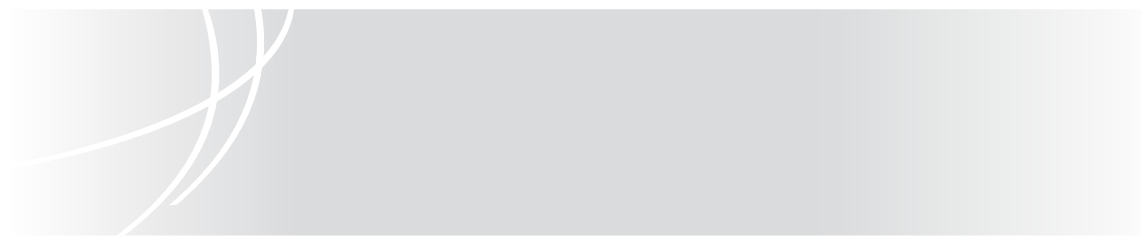
5. HEALTH & SAFETY

The policies and procedures of a YMCA, under clause 1.3.1, must—

- (a) comply with all relevant health and safety legislation; and
- (b) promote the health and safety of children participating in the YMCA's programmes.

5.1 HEALTH & SAFETY

- 5.1.1 A YMCA that delivers programmes must carry out a risk assessment on every physical location proposed for use in a programme.
- 5.1.2 A risk assessment carried out under clause 5.1.1 must—
 - 5.1.2.1 take into account the specific nature and location of the intended programme; and
 - 5.1.2.2 be certified by the CEO of the YMCA as presenting an acceptable level of risk for the programme.
- 5.1.3 The policies and procedures of a YMCA that delivers programmes must demonstrate how the YMCA will manage the risks associated with the following:
 - 5.1.3.1 off-site excursions;
 - 5.1.3.2 adventure activities;
 - 5.1.3.3 swimming;
 - 5.1.3.4 exposure to the sun;
 - 5.1.3.5 the consumption of food;
 - 5.1.3.6 personal hygiene needs;
 - 5.1.3.7 transportation (including the use of private vehicles to transport children); and
 - 5.1.3.8 proximity to animals.
- 5.1.4 The policies and procedures of a YMCA that delivers programmes involving risks described in clause 5.1.3.2 must provide that—



- 5.1.4.1 any adventure activity provided by the YMCA, in which children participate, must have passed a safety audit and be registered, regardless of how and by whom the activity is delivered; and
- 5.1.4.2 third-party providers and/or operators of any adventure activity, in which children participate, must have passed a safety audit and be registered, regardless of how and by whom the activity is delivered.
- 5.1.5 The policies and procedures of a YMCA that delivers programmes involving risks described in clause 5.1.3.3 must provide that—
 - 5.1.5.1 where such activity takes place in the ocean, it will—
 - (i) either be confined to the area between the flags of a recognised surf lifesaving organisation and supervised by a suitably-qualified and experienced surf lifesaver; or
 - (ii) be supervised by a staff member who holds a suitable lifesaving qualification and has appropriate risk assessment experience;
 - 5.1.5.2 where such activity takes place in a swimming pool, at least one of the supervising staff members will hold both a suitable pool lifeguard qualification and a First Aid qualification; and
 - 5.1.5.3 where such activity takes place in a river or lake, at least one of the supervising staff members will hold a suitable lifeguard qualification and have appropriate risk assessment experience.

5.2 ACCIDENTS & INFECTIOUS DISEASES

- 5.2.1 The policies and procedures of a YMCA that delivers programmes must demonstrate how the YMCA will manage and, where appropriate, record the following:
 - 5.2.1.1 children who present as unwell;
 - 5.2.1.2 accidents;
 - 5.2.1.3 infectious diseases (whether in children or in other parties);
 - 5.2.1.4 medication (including administration and secure storage);
 - 5.2.1.5 First Aid (including secure storage);
 - 5.2.1.6 personal hygiene; and
 - 5.2.1.7 critical incidents.

5.3 PREMISES, FACILITIES & EQUIPMENT

5.3.1 The policies and procedures of a YMCA that delivers programmes must demonstrate how the YMCA will manage the following:

5.3.1.1 telecommunications (including off-site coverage);

5.3.1.2 building cleanliness, maintenance and repair;

5.3.1.3 storage of cleaning products, equipment, food and other resources; and

5.3.1.4 compliance with local authority and other building standards.

5.3.2 The policies and procedures described in clause 5.3.1 must provide for —

5.3.2.1 food preparation and eating areas that comply with all relevant food safety standards; and

5.3.2.2 the allocation of sufficient space to avoid overcrowding and to decrease the risk of associated accidents. [As a guideline, 2.5m² per child of internal space and 5.0m² of external space is recommended.]

5.4 EMERGENCY PROCEDURES

5.4.1 The policies and procedures of a YMCA that delivers programmes must demonstrate how the YMCA will manage the following:

5.4.1.1 preparedness for fire;

5.4.1.2 earthquake;

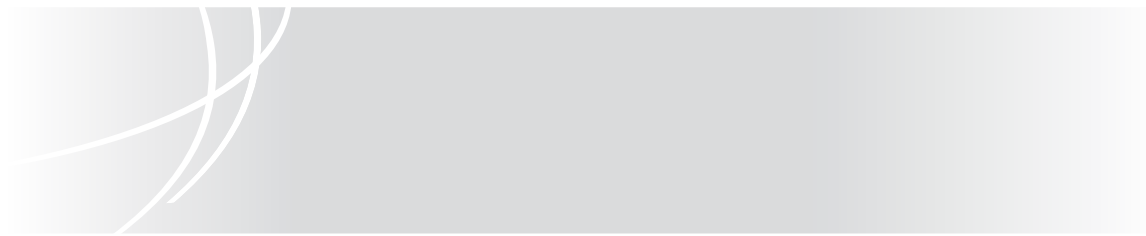
5.4.1.3 bomb and arson threats;

5.4.1.4 civil defence emergencies;

5.4.1.5 chemical threats (both on-site and off-site);

5.4.1.6 the untimely death of a child or an adult;

5.4.1.7 harassment and threats of violence;



- 5.4.1.8 serious accidents; and
- 5.4.1.9 medical emergencies.
- 5.4.2 The policies and procedures described in clause 5.4.1.1 must provide for emergency drills to occur at least once per school term and at least once per fortnight during school holidays.
- 5.4.3 The policies and procedures described in this standard must include emergency evacuation procedures and diagrams showing safe assembly areas.



6. GOVERNANCE & ADMINISTRATION

A YMCA that provides OSCAR programmes must ensure that its programmes are governed and managed in accordance with best practice.

6.1 INSURANCE

6.1.1 The policies and procedures of a YMCA that delivers programmes must ensure that appropriate insurance cover (including public liability insurance) is in place in relation to its programmes.

6.2 MAINTENANCE OF RECORDS AND INFORMATION PRIVACY

6.2.1 The policies and procedures of a YMCA that delivers programmes must ensure that—

6.2.1.1 information about children, families and staff is—

- (i) collected and stored securely;
- (ii) made available to those who are entitled to see it when requested; and
- (iii) not disclosed to anyone who is not entitled to see it.

6.2.1.2 financial and staff records are kept for a minimum of seven (7) years; and

6.2.1.3 information resulting from police vetting processes is only held for as long as necessary and is destroyed thereafter.

6.3 PARTNERSHIPS

6.3.1 The policies and procedures of a YMCA that delivers programmes must ensure that—

6.3.1.1 feedback about the programmes is actively sought from the community;

6.3.1.2 links and partnerships with schools and the wider community are developed and maintained at appropriate levels and through appropriate means; and

6.3.1.3 the support of community and government organisations is acknowledged in appropriate ways and in appropriate places.

6.4 RELATIONSHIP WITH MSD

- 6.4.1 The relationship between a YMCA and MSD, with respect to OSCAR programmes, must be managed in the first instance by the NMCS. Any YMCA wishing to make contact with MSD about its OSCAR programmes must first make contact with the NMCS to agree on how, if at all, an approach will be made.
- 6.4.2 A YMCA that delivers programmes agrees to comply with all reasonable requests from the NMCS to provide information about the programmes.



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