Operational Polices	
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OSCAR Standard – The service has a suitable environment for the care and recreation needs of children participating

OSCAR standard – Service has appropriate procedures about the way their organisation operates

1. Operational Polices

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

2. Program hours

The holiday programme will operate from 8.30am to 6.00pm, Monday to Friday.

The Holiday programme will not operate on public holidays.

The after-school program will operate from 2.30pm to 6.00pm Monday to Friday. The After-School programme will not operate on public holidays.

The Community Participation Day Program will operate 9.00 to 3.00pm Monday to Friday. The community participation day program will not operate on public holidays.

3. Fees

The fee structure will be available prior to commencement of the programs. The fees are to be paid by the post-holiday program or organized to be paid to administration staff. If Carer Support Subsidy is being used, a new form must be signed and enclosed with the enrolment form before attending the program.

Non- payment equals nonattendance. If payment of fees does not remain current, after one month's arrears have accumulated, access to the programme will be denied until payment occurs. Prior to attendance at the holiday programme, all outstanding fees must be paid, or attendance will be denied.

Fees are paid directly to administration. All care-giver fees are due in advance of commencement of the programme and are non-refundable.

3 Enrolment procedures

All families must complete the following before the participant attends the programme:

- Enrolment form
- Parent consents
- Face to face meeting at Lifekidz including child

It is the parents' responsibility to inform the Centre Supervisor or General Manager of any changes (like custody changes, attendance, and access arrangements) however, files will be updated regularly regarding this information.

All information collected about participants can be viewed by parents/caregivers to check for accuracy. Storage of information is outline in the confidentiality section in accordance with the Privacy ACT 2020

Enrolment forms must include the following information:

- participants name, address and home phone numbers.
- parent/guardian's names and work numbers
- 2 emergency contacts
- names of adults authorized to pick up participant, special instructions regarding access
- information regarding individual disability
- communication methods
- likes and dislikes
- food – likes and dislikes and food allergies
- ways to settle the participant, health problems, allergies, seizure plans
- medication authorization form
- toileting instructions
- any other information necessary to provide proper care.

4 Confidentiality, Privacy, IT Security and e-waste.

LifeKidz Trust will ensure staff and participants confidentiality. The programme will comply with the requirements of the Privacy Act 2020.

Staff will be made aware of the 13 Privacy Act Principles:

- Principle 1 - Purpose for collection
- Principle 2 - Source of information - collection from the individual
- Principle 3 - What to tell the individual about collection
- Principle 4 - Manner of collection
- Principle 5 - Storage and security of information
- Principle 6 - Providing people with access to their information
- Principle 7 - Correction of personal information
- Principle 8 - Ensure accuracy before using information
- Principle 9 - Limits on retention of personal information
- Principle 10 - Use of personal information
- Principle 11 - Disclosing personal information
- Principle 12 - Disclosure outside New Zealand
- Principle 13 - Unique identifiers

The requirements of the Privacy Act 2020 will be part of induction and orientation for all staff.

LifeKidz Trust will have a nominated Privacy Officer.

All forms, such as enrolment and staff information forms, will state why information is collected and what will be done with the information, for example, for emergencies, birthdays, health and safety of a participant. No information is shared except with the owner's permission or as required by legislation, for example, Health and Safety Act (2015). All files holding confidential information will be secured in a locked cabinet and kept away from the access of

unauthorised persons. Any information stored electronically must be password protected and details of how this is stored.

When a participant is no longer using LifeKidz Trust, enrolment information must be stored for a least two years, then destroyed using appropriate disposal options, which includes e-waste disposal.

Former Staff records relating to wage, time and leave will be kept for 6 years. Information will not be kept longer than necessary for the purpose it was collected as per Principal 9.
All paper files unrelated to the above will be shredded.

IT security and e-waste

The organisation maintains a pragmatic approach to the physical security of its IT hardware and devices, combining basic premises security with identity-based access controls. Physical access to equipment is restricted via a lock-and-key mechanism on the premises entry, ensuring that only authorised personnel can enter the environment where IT assets are located. In addition to this, logical access to systems and devices is governed through Microsoft Entra, which provides identity and access management controls to ensure that only authenticated and authorised users can access organisational resources. While full disk encryption via BitLocker is not currently standardised or consistently verified across all devices, access to systems remains controlled through user authentication and account policies. With regard to end-of-life asset handling and e-waste disposal, the organisation follows a data sanitisation process whereby storage media is subjected to a single-pass zero overwrite prior to disposal or recycling, reducing the risk of residual data exposure. After wiping, hardware is either responsibly recycled or disposed of in accordance with general e-waste practices, ensuring that no recoverable organisational data remains on retired equipment.

If a breach of privacy has occurred or thought to have occurred, the Privacy Commissioner must be contacted.

Privacy Commissioner
PO Box 10 094
Wellington 6143
Phone: 0800 803 909
Email: enquiries@privacy.org.nz

5. Computer passwords and usage

Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in compromising the entire network of LifeKidz Trust. As such, all LifeKidz Trust employees (as well as contractors and vendors with access to IT systems) are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords.

Purpose

The purpose of this policy is to establish a standard for creation of strong passwords and the protection of those passwords.

Scope

The scope of this policy includes all staff who have or are responsible for an account (or any form of access that supports or requires a password) on any system that resides at any facility, has access to the network or stores any non-public information.

General

All system-level passwords (root, enable, NT admin, application administration accounts and so on) and user-level passwords (email, web, desktop computer and so on) must be kept confidential. Passwords must not be inserted into email messages or other forms of electronic communication. All user-level and system-level passwords must conform to the guidelines described below.

Guidelines

General password guidelines

Passwords are used for various purposes. Some of the more common uses include user-level accounts, web accounts, email accounts, voicemail password and local router logins.

Everyone should be aware of how to select strong passwords that:

- contain both upper- and lower-case characters (for example, a–z, A–Z)
- have digits and punctuation characters as well as letters (for example, 0–9, !@#$%^&*( )_+|)
- are at least six alphanumeric characters long
- are not words in any language, slang, dialect or jargon
- are not based on personal information such as family names.
- Passwords should never be written down or stored online.

Password protection standards

Do not use the same password for LifeKidz Trust accounts as for other non-LifeKidz Trust access.

Do not share your passwords with anyone. All passwords are to be treated as sensitive confidential information.

Here is a list of don'ts:

- don't reveal a password over the phone to anyone
- don't reveal a password in an email message
- don't reveal a password to anyone, including your manager
- don't talk about a password in front of others
- don't hint at the format of a password (for example, my family name)
- don't reveal a password on questionnaires or security forms
- don't share a password with family members
- don't reveal a password to co-workers while on holiday.

Do not write passwords down and store them anywhere in your office or at home. Do not store passwords in a file on any computer system without encryption.

If an account or password is suspected to have been compromised, report the incident to the General Manager and or IT provider and change all passwords.

How to leave your computer when stepping away or at the end of your workday.

When stepping away from your computer for any length of time, ensure you activate the lock screen. To help ensure compliance with this security measure, adjust your computer settings to auto-lock when the computer is left idle for more than 5 minutes. When leaving the office at the end of the day, your computer should be switched off completely.

6. Drop off and pick up

Lifekidz staff will ensure that all participants are signed in and out on the daily register.

Parents are asked to sign a consent allowing Lifekidz staff to sign their child in, if arriving by taxi or they have been collected by the Lifekidz van.
Parents are expected to sign their children out.
The Lifekidz van driver will also sign in participants, on the vehicle transport register sheet when they are collected from school.
Parents/ caregivers are expected to contact the Centre Supervisor or General Manager before the beginning of the session if the participant will not be attending.

When Lifekidz is collecting children from school for After School Care they will physically be handed onto LifeKidz 's care by a schoolteacher.

Parents are expected to inform the Centre Supervisor or General Manager if they will be dropping participants off late or picking them up early.

If a participant is not collected at the end of a program, the following procedure will be followed:

- Two staff members will remain with the participant.
- Parents / emergency contacts will be contacted.
- If there has been no contact with the parents within one hour of the programme closing, the participant will be taken to the nearest police station. A notice will be left at the centre indicating where the participant has been taken. The General Manager must be informed.
- Parents may be charged a late pick-up fee of $20 per 15 minutes.
- Parents must inform staff (preferably in writing) if a person who is not listed on the participants enrolment form will be collecting the child.
- Parents must inform management if they intend to change the time of the pickup.

Staff will not release a participant to a person who is not identified on the enrolment form. If an unauthorised person comes to collect the participant, parents will be contacted for authorisation.
All visitors must be supervised at all times whilst on site.

7. Complaints

Parents will be informed on enrolment of the LifeKidz Trust complaint procedure. The programme will always comply with the requirement of the Privacy Act 2020.

Information about the role and function of the Health and Disability Commissioner will be displayed. This will be included information given to parents at enrolment and clearly displayed at **LifeKidz Trust Centre.** This information will include the contact details of Oranga Tamariki **(0508- 326459)**, or Taikura Trust **(278 6314)** should parents wish to report a serious concern.

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

- Approach the General Manager who will attempt to rectify the situation.
- Further complaints must be made in writing and must contain details of the grievance and desired outcomes. The management committee or General Manager will respond to the complaint within 10 working days. Where possible, a mutually agreeable outcome will be sought.

The Centre Supervisor will keep the General Manager informed of any verbal complaints received. Wherever possible the requests of parents will be incorporated in programme planning and design.

8. Health and Disability Commissioner

The Health and Disability Commissioner in New Zealand is an independent Crown entity that ensures the rights of consumers of health and disability services are upheld. The Commissioner receives complaints from individuals about health and disability services provided by health care providers or disability service providers. The Commissioner investigates complaints, facilitates resolution, and promotes best practice in the sector. The Commissioner also educates consumers and providers about their rights and responsibilities. The aim of the Commissioner is to improve the quality of health and disability services in New Zealand.

The Health and Disability Commissioner Code of Rights outlines the rights of consumers of health and disability services in New Zealand. These rights form the basis for ethical and professional conduct in the provision of health and disability services. The Code of Rights includes the following ten rights:

1. Right to be treated with respect
2. Right to freedom from discrimination, coercion, and harassment
3. Right to dignity and independence
4. Right to services of an appropriate standard
5. Right to effective communication
6. Right to be fully informed
7. Right to make an informed choice and give informed consent
8. Right to support
9. Rights in respect of teaching or research
10. Right to complain

These rights are intended to empower consumers to actively participate in decisions about their health and well-being, and to ensure that they receive high-quality, safe, and respectful care from health and disability service providers. Any breaches of the Code of Rights can be reported to the Health and Disability Commissioner for investigation and resolution.

The Code of Rights will be discussed at the staff induction and orientation.

A copy of The Code of Rights will be displayed within the facility.

9. Participants

Lifekidz is a Centre for participants with special needs, the management team will ensure that the participants individual needs are catered for, and any challenging behaviour can be safely managed. An enrolment process will identify and document the individual needs of the participant. If this is the first time the participant has attended the programmes, the family will be interviewed, and all needs of the participant and suitable strategies will be discussed and agreed upon. A trial attendance will be organised, the outcome of which will determine the suitability of the participants acceptance at LifeKidz. It is the

Centre Supervisors responsibility to ensure that all staff and volunteers are fully aware of the participants requirements.

Specific information re the disability is required.

- The nature of the disability and any unique challenges
- Likes and dislikes of the participant behaviour challenges, and parent's method of managing behaviour
- If non-verbal – ascertain the communication methods used by the family. If necessary, make available a Makaton dictionary or communication cards.
- Any special signs that are used
- Any words of phrase or colloquialisms used to express needs or wants
- Food requirements – determine if there are any special food requirements, feeding needs or medication, and at what time.
- Allergies to food or medication
- If a wheelchair user, is a wheelchair taxi required? mobility aids
- Any other equipment to be accompanying participant?
- Is the participant toilet trained or require assistance or training? What type of assistance?

10. Transporting participants

The Programme participants may arrive by taxi or parent drop off. We have allocated parking spaces for wheelchair access and a drop off zone for others.

The After School Programme participants may get picked up using LifeKidz Trust vehicles at a meeting point at the participants' school (with permission granted by the parents / caregivers) . Some participants may arrive by taxi and others may walk from local schools (with permission granted by the parents). The participants are aware of the drivers and their organized meeting point, to be arranged by the Lifekidz centre supervisor or general manager.

The Community Participation Day program participants may get picked up by Lifekidz trust vehicle. To be arranged by the Centre Supervisor or General Manager.

11. Transporting participants off site

Offsite activities form (2 copies) to be completed by the Lifekidz Driver, one copy to remain at the centre and one taken on the outing. Participants will be signed out and back in on returning to Lifekidz.

A permission / consent form is to be completed by all Parents / caregivers for participants to be transported in Lifekidz vehicles to off-site activities.