March 2026

MICAMP OSCAR POLICIES & PROCEDURES

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Taupo Whakamaru Ruapehu

Procedure: OSCAR Policies and Procedures

Site: MiCamp Trust **Department:** Ministry

Last Reviewed by: Amy Warnes **Position** Ministry Coordinator

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Location of Hard Copy:	**Location of Soft Copy:**	Business Excellence Framework > 5. Process	Management > 7. Outreach Ministry. Server 1 > Ministry > OSCAR > Policies.
Taupo & Whakamaru Office	Server 1 > Administration > 1.		

Key Requirements: Base knowledge of camp operations, Health and Safety, OSCAR Requirements.

Supporting Documents:

Sign in/out Procedure, Suicide Procedure, Reporting Abuse Procedure

Kids Camp Procedure, Children's Act 2014, Privacy Act 2020, Out of School Care and Recreation (OSCAR) programmes standard 2023 Level 3. Oranga Tamariki Act 1989, 4A.

Policy Statement: To keep Camp Operations in accordance with the policies and requirements as set out by the Ministry of Social Development Out of School Care and Recreation. This Policy is applied to all volunteers, team members and staff and within MiCamp Trust. A review of the OSCAR policies and procedures is to be carried out every 6-8 months by the designated person for child protection and/or MiCamp manager.

All policies retaining to OSCAR, must be available to parents/caregivers digitally and on request

Welcome to Camp.

We are excited to have you join our team and trust you will find this manual a valuable tool to understanding how our Kids Camps work. You'll get acquainted with the staff and who does what around the camp.

There are also some necessary guidelines and policies along with general information that you will need to know prior to coming to camp, please feel free to ask any questions you may have.

Please feel free to ask if you do not understand anything contained in this manual. Above all, please enjoy your time here at our camp.

MiCamp

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Definitions used in this manual

Abuse: Any forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

Camp Coordinator: Person in charge of planning and being overall responsible for all ministry camps – including children's holiday camps, teen camps, leadership weekends and family camps.

Camper: Any person registered for camp as a participant who is in the camp's designated age range – e.g. Children 8-12 years at kid's camp, teens 13-15 years at teens camp, leaders ages 13 and over who are partaking in the programme at a Youth Leadership Weekend.

Children's Worker: A Children's Worker is any person whose work involves, or may involve, regular or overnight contact with children as part of their role at MiCamp Trust. This includes paid employees, volunteers, contractors, and other individuals engaged by MiCamp Trust who are responsible for the care, supervision, education, recreation, transport, or wellbeing of children attending MiCamp programmes.

Manager: The general manager of MiCamp Trust.

Leader (Staff Role): A volunteer staff member who has applied for the position of LIT or Cabin Leader and has been reference checked and deemed appropriate for working with campers. All leaders and Team members are considered staff under OSCAR standards.

- **LIT:** A Leader In Training, someone who is younger and has had little or no experience caring for children in a camp environment. LITs have extra duties and attend training during camp. LITs have either attended a Leaders Training weekend or have had training with the camp coordinator prior to kid's camp.
- **Cabin Leader:** A leader over 16 years of age has shown considerable leadership abilities and is very competent and confident in caring for children. Cabin Leaders have either attended Leader's training weekend or had training with the camp coordinator prior to kid's camp.

OSCAR: Refers to Out of School Care and Recreation standards and guidelines, as set out in this manual.

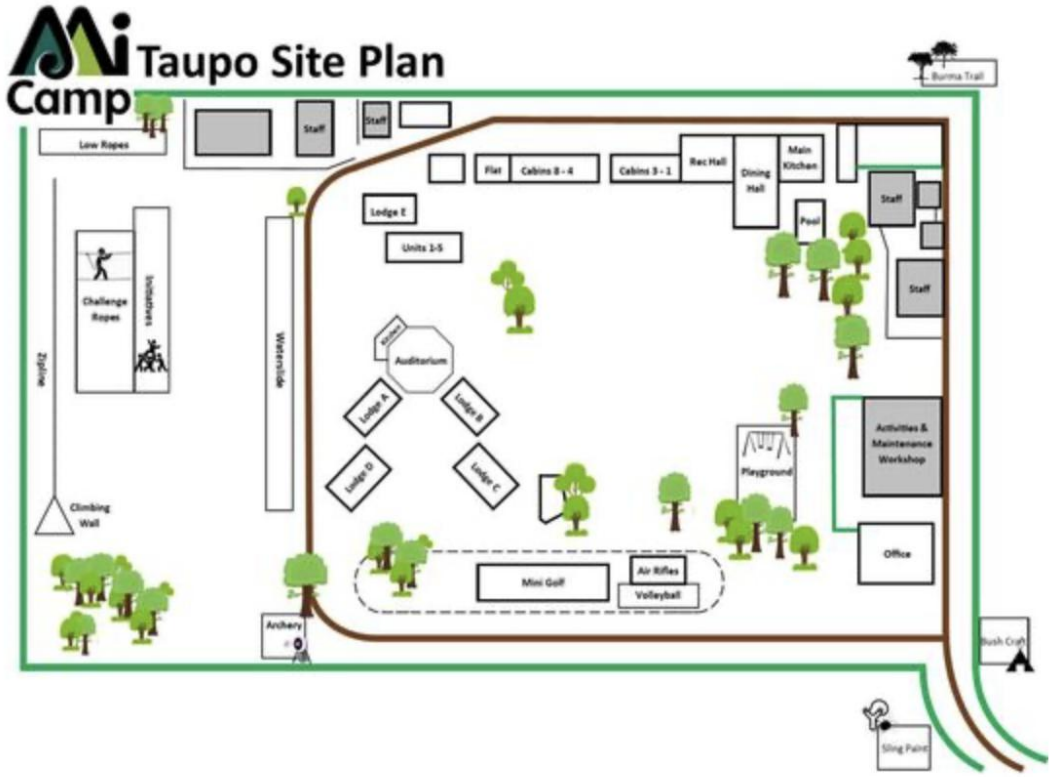
Staff Member: Anyone the organisation requires to deliver its services, including volunteers, contractors as well as paid staff members.

Team Member: A volunteer that is helping in a capacity that does not involve being directly in a cabin or responsible for a specific group of campers. Team Members need to be 16+ years of age (unless special conditions are granted by MiCamp Management.) Team members need to apply for the role and are reference checked. All leaders and Team members are considered staff under OSCAR standards.

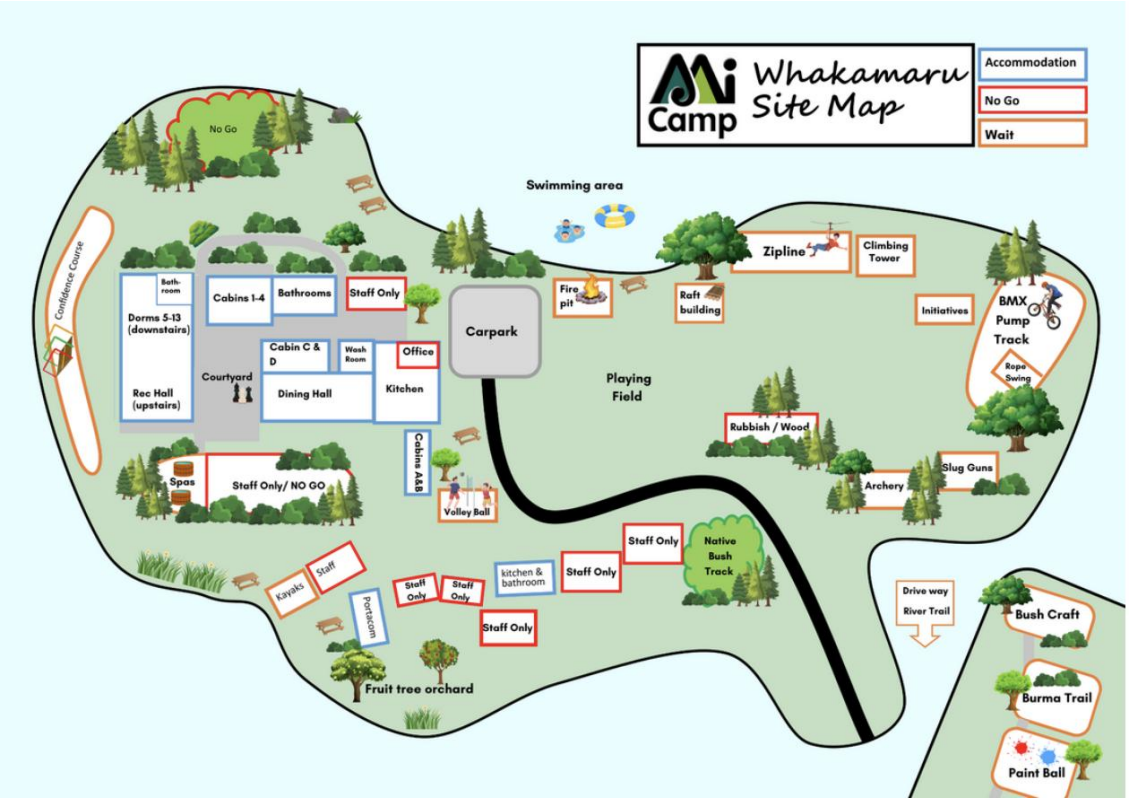
Volunteer: Any person that comes to camp in a non-paid capacity. Includes all leaders and Team Members and members of Governance. Volunteers may be short-term recurring (eg. Cabin Leaders) or long term residential (eg. International Volunteers.). Volunteers are considered staff members under OSCAR policies.

Designated Person for Child Protection: is a person within MiCamp Trust who is responsible for the safeguarding of children. This person is responsible for ensuring that child protection is a key focus within MiCamp, both at a strategic level and on a day-to-day basis.

Map of Taupo Sie



Map of Whakamaru Site



1. POLICY OVERVIEW

MiCamp Trust is committed to maintaining a safe, healthy, and supportive environment for all staff, volunteers, leaders, campers, and visitors who participate in MiCamp programmes or use MiCamp facilities.

To achieve this, MiCamp Trust will take a proactive approach to planning, reporting, training, and accountability in all areas of programme delivery and site operations.

For clarity, all references to 'staff' in this document include leaders, volunteers, and team members unless otherwise specified.

1.1 PLANNING

- Develop and maintain clear operational guidelines for MiCamp holiday programmes, including programme activities, leadership expectations, management processes, and health and safety procedures.
- Review these guidelines and objectives annually to ensure they remain effective and aligned with best practice.
- Ensure all staff, volunteers, and leaders are informed of and understand MiCamp Trust policies and procedures relating to school holiday camps and programme delivery.

1.2 REPORTING

- Encourage feedback from campers, parents, volunteers, and staff both during and after MiCamp programmes in order to improve the quality and safety of our services.
- Ensure all hazards, incidents, accidents, and unsafe situations are reported, investigated, and

addressed appropriately to protect the wellbeing of everyone involved in MiCamp activities.

- Take all complaints or concerns seriously and respond to them in a timely and responsible manner.

1.3 TRAINING AND RESPONSIBILITY

- Operates in accordance with the requirements of the OSCAR Standards, Children's Act 2014, Health and Safety at Work Act 2015, Health and Safety at Work (Adventure Activities) Regulations 2016, Oranga Tamariki Act 1989, along with relevant codes of practice, standards, and local authority requirements.
- Encourage all staff, volunteers, and leaders to take shared responsibility for maintaining a safe and positive environment.
- Review this policy every 6-8 months and provide opportunities for staff and volunteers to discuss updates during training or briefing sessions.
- Ensure MiCamp leadership and programme coordinators communicate training opportunities and inform staff and volunteers if they are unable to attend scheduled sessions.
- Make MiCamp Trust Policies and Procedures for School Holiday Camps available for staff and volunteers to access through the MiCamp office and internal shared digital systems.

2. Building a Culture of Child Protection at MiCamp Trust

Under the Children Act 2014, At MiCamp Trust, maintaining a strong culture of child protection means creating an environment where the safety, wellbeing, and dignity of children are always at the centre of what we do. A child-safe culture is one where:

- **Children are central to all decisions and actions**, with their unique vulnerabilities recognised and respected.
- **Staff are empowered to constructively challenge poor practice** and feel confident raising concerns without fear of reprisal.
- **Continuous improvement is prioritised**, with ongoing reflection and evaluation of child protection practices.
- **Early intervention is valued**, recognising that acting promptly can prevent harm and support better outcomes for children.
- **Interventions are proportionate and respectful**, applying the least intrusive actions necessary to ensure a child's safety.
- **All concerns about a child's safety are taken seriously** and responded to quickly and appropriately.
- **Clear, accessible policies and procedures** guide staff practice, supported by up-to-date advice and resources on best practice.
- **Staff receive regular, relevant training** to identify signs of abuse or neglect, understand cultural frameworks for working with children and whānau, and respond appropriately to concerns or allegations — including those involving staff.
- **Safe practice is clearly understood**, including appropriate ways to touch, comfort, or discipline children, and clear expectations when working alone with a child.
- **Collaboration is encouraged**, with staff working alongside professionals from other sectors to meet the needs of vulnerable children more effectively.

- **Safer recruitment procedures are consistently followed**, ensuring that all staff and volunteers are suitable to work with children.

3. Enrolment procedures

Before a child can attend a MiCamp programme, a completed enrolment form must be submitted by a parent or caregiver. It is the responsibility of the parent or caregiver to ensure that all information provided is accurate and to notify MiCamp Trust if any details change.

Enrolment forms must include sufficient information to ensure the safety and wellbeing of each child participating in the programme. This information may include, but is not limited to:

- The child's full name, home address, and contact phone number.
- The names and contact details of parents or legal guardians, including work or alternative phone numbers where applicable.
- Minimum of 2 Emergency contacts & their information, in case parents or guardians cannot be reached.
- The names of individuals authorised to collect the child from the programme.
- Any specific instructions relating to custody arrangements or restrictions regarding access to the child.
- Details of any medical conditions, allergies, disabilities, or additional needs that staff should be aware of.
- Any other relevant information required to ensure appropriate care and supervision during MiCamp programmes.
- Swimming ability

3.1 Record keeping

MiCamp Trust will maintain accurate records for each camp and programme to ensure appropriate supervision, accountability, and compliance with relevant regulations.

Records will be kept for the following purposes:

- To document the leadership and management structure for each camp. This will include the names and roles of camp coordinators, supervisors, staff members, and volunteers involved in the programme.
- To demonstrate that appropriate supervision ratios are maintained by recording all staff, volunteers, and campers present at the programme.
- To record accommodation arrangements, including which campers and leaders are assigned to each cabin or sleeping facility, along with the names of the designated gender-specific staff members or supervisors responsible for that cabin.
- To document which gender-specific supervisors are rostered to oversee and patrol sleeping areas during times when cabin leaders are not present.
- To ensure all records are stored, managed, and protected in accordance with the **Privacy Act 2020**.

3.2 Confidentiality

MiCamp Trust is committed to protecting the privacy of campers, families, staff, and volunteers. All personal information will be handled responsibly and in accordance with the requirements of the Privacy Act 2020.

Information relating to each camper is collected directly from parents or caregivers through the enrolment process.

To ensure confidentiality is maintained:

- Enrolment forms and staff information forms will clearly explain why personal information is being collected and how it may be used. This may include purposes such as emergency contact, health and safety requirements, and programme administration.
- Personal information will not be shared with others unless permission has been provided by the individual concerned or where disclosure is required by law, such as under relevant health and safety legislation.
- Any personal or sensitive information discussed during staff meetings or internal conversations must remain confidential and only be shared with those who require the information for their role.
- Private or sensitive discussions, including telephone conversations, must be conducted discreetly and in an appropriate setting to maintain confidentiality.
- Documents and files containing personal information will be stored securely and only accessed by authorised personnel. Parents or caregivers may request to review their child's personal information to ensure it is accurate.

4. Emergency Procedures

It is vital for leaders, staff and Team Members to know what to do in an emergency. Make sure you are familiar with these procedures and remember to always stay calm. If you panic, the children will. If they see that the adults are calm, they will feel much more secure.

Emergency drills occur weekly during OSCAR approved holiday programmes and recorded with staff present.

4.1 Fire

Activate fire alarms by breaking glass and switching on.

Inform camp staff of fire, staff will instruct the group on what to do. Dial 111# immediately and follow instructions given.

Everyone must leave the buildings immediately by the nearest exit and proceed to the assembly point.

The cabin leader's first responsibility is to ensure that children are all accounted for at the assembly point. Keep the children calm, young children can be upset by fire alarms.

The fire warden will ensure that the Fire Department has been called and then attempt to put the fire out if this can be done safely.

The Fire Warden will check with all cabin leaders that all people are out and at the assembly point.

The fire warden will report to the senior Fire Officer when they arrive.

There will be a fire drill at every camp – when this happens make sure all your cabin is accounted for in the middle of the field. There will be a check to make sure that everyone on site is safely out on the field.

Prior to the briefing of the health and safety talk given to the camp, the camp coordinator will organise 3 ‘runners. These runners will have set routes around the camp. If in the event an alarm does go off, the ‘runners’ will complete their routes, making sure everyone is at the evacuation spot.

4.2 Earthquake

Take cover under strong tables, bunks or in doorways (away from glass) during the shaking.

As soon as the quake stops move to the assembly point.

Adults are to assist children as required.

Don’t go back into buildings until advised by the camp coordinator.

Camp Warden or staff will contact emergency services as required.

Leaders are to make sure they know where all of their campers are.

4.3 Volcanic Eruption

If you see signs or have heard via media sources of a volcanic eruption, please notify staff immediately who will notify everyone onsite as to what to do next.

In the case of an immediate volcanic eruption please stay indoors. The ash is toxic and it is important that it does not land on your skin or get inhaled. Wait for the camp coordinator to attend to you before exiting the building.

4.4 Dam Burst/ Flood

4.5 Missing Persons

If a camper has been deemed missing, the leaders/staff must report straight away to the camp coordinator or business manager, who will organise a search. The cabin leader that raised the alarm will:

Determine when and where the person was last seen.

Give a description of what they were wearing that day.

The camp coordinator will facilitate and organise some of the leaders, team members and staff to conduct the search, while a staff member continues the programme (if possible) or plays some games with the other campers.

The search team will search camp buildings and property, beginning at places of risk (eg. water, out of bounds areas.)

A search of buildings, playgrounds and areas that campers spend a lot of time on are often fruitful – as campers that decide to run away from the main group or take “time out” often go to places they know.

If a search in those areas is unsuccessful, the roads and surrounding country-side will be searched.

If the camper is found, the search party will be notified by mobile phone or someone to run and give the message.

If a camper is not found within 5 minutes the camp coordinator will set off the fire alarm. If the child has not been found by staff with the prompt of the fire alarm, the police will be notified,

who will give any further instructions.

Camp Management will contact the parents in this situation.

4.6 Lockdown

Should uninvited and malicious persons come onto camp property, the lock-down procedure will be put into place.

The person that becomes aware of these people must alert staff (if not themselves staff.)

For Taupo:

A staff member will go to the kitchen and ring the siren in a long, continuous wail.

All campers and leaders are to quietly make their way to the nearest building. Once there, all doors will be locked and curtains drawn.

For Whakamaru:

A staff member will ring the bell for an extended period of time while the other staff usher the campers and leaders into the nearest buildings where they are to lock doors and lay low until further notice.

A staff member will call the police.

Roll will be called to ensure everyone is accounted for.

Should anyone be deemed missing, staff members will carefully search for the person, starting where they were last seen or known to be.

5. Access to Children

5.1 Dropping off, collection and access to campers

Parents are not encouraged to drop off their children before camp starts as there will be no supervision available. However, in some circumstances when prior arrangement has been made with parents/caregivers, we will allow a child to arrive early and provide additional supervision until the commencement of camp.

5.2 Sign In Procedure

- Campers arrive with their caregivers and drive up to the rec hall (Taupo) or dining room/carport (Whakamaru.)
- They go to the sign-in table and sign their child in with a staff member.
- Payments can be made at this table.
- All medication is handed in to the camp first aid or staff member. The parent signs the dispensing form to approve the dispensing plan.
- Campers are told which cabin they are in and are escorted with a leader/staff to their room.
- Caregivers are welcome to help get their children settled into the accommodation.
- Staff and leaders are supervising campers in this time and keeping them entertained.
- Once all or most campers have arrived the hosts start the welcome at around 3pm.
- Roll call is done to ensure all campers have been signed in and checked off.

- If any campers have not been signed in by 4pm the camp coordinator will attempt to call the parents to try and find out if the campers are still coming. If no one answers, a message will be left asking them to call back and advise us of their plans.

5.3 Sign Out Procedure

- Campers and leaders/staff have brought all their gear to the auditorium (Taupo) or carport (Whakamaru) before breakfast.
- Staff explain to campers that they must have their parents sign them out and get their hand stamped at the final thanks.
- Two Mature leaders/Staff are sent down to the gate to check camper's hands. Any that do not have their hands stamped must go back and get it stamped.
- Campers are supervised by staffs they wait for their parents to arrive.
- A sign-in table is at the back of the rec hall (Taupo) carport (Whakamaru) where parents are directed to. They must bring their child/ren to have their hand/s stamped.
- They take their bags and can leave. No one is to hang around once they have been signed out.
- They will have their hand checked by the person on gate duty.
- Any campers that have not been signed out and are not on the site will be followed up via phone call to confirm that the designated person has collected them.
- If caregivers are to be unusually late (e.g. due to severe weather or accidents) they contact us and advise. We then designate a staff member to supervise them with activities until they can be collected. If they are still here by a normal mealtime we will arrange food for them.
- Caregivers that are unusually late without contacting us will be called to try and find out their arrival time and the campers are informed of the plan.
- If campers are uncomfortable with who they are going home with they are encouraged to let their leader or a staff member know, who will clarify who is supposed to be picking up the child.

5.4 Access to phones

Children are not encouraged to contact their parents during camp. We have a 'no cell phone' policy for campers, which is made clear on our registration forms, website and email correspondence.

Parents/caregivers are encouraged not to contact their child while at camp unless necessary. However, when appropriate a senior staff member will take messages and pass these on to campers or supervise phone conversations.

All campers will hand their phones in at the start of camp and will get them back on Friday at the end of camp.

Leaders will hand in their phones on the Monday morning and given back on the Friday afternoon. Leaders may use their phones during allocated break times, then will hand back to camp coordinator after their break. There should not be any cell phones out visible to campers. Cell phones may be confiscated at the discretion of camp staff.

5.5 Visiting during camp

Parents/caregivers are encouraged not to visit children while at camp. This is disruptive to the programme and unsettling for the child. If visitors do arrive at camp, they report to the camp office and gain permission from a senior staff member to see a camper.

The staff member goes to the camper to ensure they know the visitor and that they are

permitted to see them.

At the discretion of the camp staff a phone call to the parents/caregivers to gain permission for the visitor to see the child may be necessary. The visitor will be taken to the child and supervised by camp staff and encouraged to keep their visit brief.

Any people seen on site who appear suspicious, are not in uniform and do not have a visitor's badge are to be directed to the camp coordinator, who will determine the reason for their appearance on site. They may be asked to leave.

Contractors are required to sign in and out at the office and must be supervised by a staff member.

5.6 Parenting Orders, Protection Orders and Other Court Orders

MiCamp Trust is committed to providing a safe environment for all children attending our OSCAR programmes. Where a parenting order, protection order, custody order, other court order, or legally binding agreement affects a child attending the programme, MiCamp Trust will take all reasonable steps to comply with the order and ensure the child's safety.

Procedure

If a staff member becomes aware of a parenting order, protection order, other court order, or agreement relating to a child enrolled in the programme, they must:

1. Notify the Programme Manager immediately.
2. Request a copy of the current order or agreement from the parent or legal guardian. A copy will be securely stored with the child's enrolment records and treated as confidential.
3. Review and comply with the requirements of the order or agreement. All relevant staff will be informed of the requirements on a need-to-know basis to ensure compliance while maintaining confidentiality.
4. Work with the parent(s), guardian(s), or whānau to develop a documented safety plan where required. The safety plan will clearly outline the actions staff must take if a person named in the order or agreement attempts to collect the child or arrives at the programme.
5. Ensure all relevant staff understand the safety plan before supervising the child and know their responsibilities.

If a Person Named in an Order Arrives at the Programme

If a person who is restricted by a parenting order, protection order, or other court order arrives at the programme:

- Staff will remain calm and prioritise the safety of the child and others.
- Staff will follow the child's documented safety plan.
- The child will be moved to a safe location under staff supervision where appropriate.
- The Programme Manager (or person in charge) will be notified immediately.
- Staff will not place themselves or others at risk by attempting to physically intervene unless necessary to prevent immediate harm.
- If there is concern for the immediate safety of the child, staff, or others, Police will be contacted by calling 111.
- The child's parent, guardian, or emergency contact will be notified as soon as practicable, where appropriate.
- The incident will be documented using MiCamp Trust's incident reporting procedures.

Confidentiality

Information relating to parenting orders, protection orders, court orders, and safety plans will be treated as confidential and shared only with staff who require the information to fulfil their responsibilities and ensure the safety of the child.

5.7 Off site programs

Most activities are based on MiCamp property, and should the need arise to go off site (i.e. down to the lake) then risk management policies will be adhered to. Day trips will not be undertaken unless they have been pre-arranged before the start of camp and written permission from campers' parents/caregivers have been received.

Transport will be on foot or by vehicle.

If vehicles are being used, whether belonging to camp or part of a contracting service (e.g. Go Bus) the following criteria apply:

All drivers must be FULLY LICENSED (having held a NZ Full License for two years or more) in the appropriate class. Drivers on their learners or restricted licences may NOT drive camp clients off-site, even with an instructor.

Copies of staff and volunteer drivers' licences will be kept on file. Vehicles must have a current WOF/COF and be registered.

Checks should be performed on all vehicles before use. (Oil, water, tyres etc.)

Drivers must adhere to New Zealand road laws, especially speed-limits.

Off-site trips require a ratio of 1:5. Leaders/staff 16 years and over are counted on this ratio, as well as team members and camp staff.

Some activities that have a higher element of risk may require a ratio of 1:3.

For activities that require going off site, such as walking down to the lake, please refer to the offsite activity SOP.

6. Camp Conduct

6.1 Reporting suspected abuse - Within Camp

Campers may disclose information about sexual or physical abuse or someone suspecting sexual or physical abuse within camp.

Immediately upon becoming aware of a complaint of sexual or physical misconduct, the matter is to be referred to the designated child protection person/camp coordinator.

Assume the person is telling the truth. Do not ask questions of them or have them tell the story several times, especially to different people. The person should be protected and made to feel safe. The camp director shall appoint a support person and a third person to take notes then hear both parties before deciding, and before any person's identity is made known to any person outside the complaint's procedure.

Ensure that the person complained against is adequately informed as to the nature and extent of the complaint. Withdraw the person from camp unless the accusation is proved false. If the matter involves a dependent child, the parents or caregivers must be informed regardless of the truthfulness and accuracy of the allegations.

If the matter is not resolved, or it is deemed appropriate or at the request of the parents/ caregivers, the police or Child Youth and Family Services should be notified.

The Chairperson of the Board must be advised and kept informed.

Records of the allegations must be kept, detailing circumstances, dates and times, persons informed etc.

6.2 Reporting suspected abuse - External

Campers may disclose that they have been sexually or physically abused by someone that they know prior to camp, or leaders, staff or team members may suspect that a camper has been abused.

The trust of the child should be maintained by the staff person or leader, but this person cannot be bound by confidentiality – they are to make that clear to the child, in a gentle and positive way. As soon as possible, make accurate written notes of any evidence or testimony given.

The disclosure or suspicion must be reported in confidence to the designated child protection person/camp coordinator and/or business manager as soon as possible.

The designated child protection person/camp director will decide on the appropriate course of action to take. The police or Child Youth and Family Services may be notified.

Records will be kept on an incident report form detailing persons involved, nature of disclosure/evidence, and further actions required.

Any reporting to Oranga Tamariki will be done as soon as possible.

6.3 Policies on sexual harassment, leaders/Staff conduct and relationships

Sexual harassment is defined as any verbal or physical sexual advance that is unwelcome or sexual conduct which creates an offensive, hostile or intimidating environment. It may include verbal abuse, joking or innuendoes, unnecessary physical contact, demanding sexual favours with implied or overt threats, or physical assaults. This will not be tolerated at any time from anyone at camp.

Leaders/staff will treat campers and others with the highest of moral conduct. Leaders/staff will never hit or abuse a camper or others.

No camper is to be deprived of food or washing facilities as a form of punishment.

A high standard of manners and language will be displayed in the presence of campers. Leaders are expected to give equal attention to all campers in their care. Leaders/staff will not allow campers to pick on each other or bully each other.

Leaders/staff will never be one-on-one with campers out of sight or sound of other leaders or staff.

Leaders/staff are not permitted to pursue, initiate or take part in relationships of a romantic nature with other leaders while at camp.

A leader/staff is not to encourage, tolerate or accept romantic advances from campers. Leaders/staff are not to be alone at any time with any campers of the opposite gender.

Open displays of affection between unmarried leaders/staff or adults are not acceptable at camp. Leaders/staff need to read, understand and abide by the camp policy on sexual abuse.

6.4 Smoking

During Holiday Camps MiCamp has a no smoking and vaping policy. At no time is any staff or volunteer to smoke in or around the camp buildings.

If a staff member or volunteer is a smoker, they need to discuss this with the manager of MiCamp before they come to camp whether they can abstain for a week.

6.5 Campers and Leaders

The purpose of a volunteer leader's role is important. MiCamp's OSCAR approved programs cannot operate without volunteer leaders. They have been informed and trained on the OSCAR policies and help to ensure that these are adhered to, as well as ensuring their campers are cared for, their part of the program runs smoothly and duties are completed. Leaders are 13 years or older and are responsible to the camp managers and the Kids Camp Coordinators.

Campers who attend the OSCAR holiday camps will be 8-12 years. MiCamp will allow a 6-month time frame on either side of the age bracket and will be in contact with the individuals.

6.6 Children's Worker Safety Checking

MiCamp Trust is committed to providing a safe environment for all children attending our OSCAR programmes. In accordance with the Children's Act 2014, all children's workers must successfully complete the required safety checking process before they commence work in any role involving children.

Procedure

- All prospective employees, volunteers, contractors, and other children's workers engaged by MiCamp Trust will undergo a Children's Worker Safety Check before beginning work with children.
- No person may commence work as a children's worker until all required components of the safety check have been completed and assessed as satisfactory.

The safety check will be completed in accordance with the requirements of the Children's Act 2014 and will include, where applicable:

- Verification of identity.
- Police vetting.
- Reference checks.
- Employment history and work history checks.
- Interviews and assessment of the person's suitability to work with children.

A record of each completed safety check will be securely maintained in the staff member's personnel file.

Children's worker safety checks will be renewed as required by legislation, including Police vetting at least every two for existing children's workers.

If a safety check identifies information that raises concerns about a person's suitability to work with children, MiCamp Trust will assess the information and determine whether the person is suitable for employment or engagement.

Responsibility for ensuring all required safety checks is completed before a children's worker commences employment rests with the Ministry Coordinator / Camp Manager.

6.7 Police Vetting

MiCamp Trust is committed to providing a safe environment for all children attending our OSCAR programmes. In accordance with the Children's Act 2014, all children's workers must successfully complete the required safety checking process before they commence work in any role involving children.

All staff and leaders that are 14 or over and are involved with campers or have a support role must agree to be police vetted.

Leaders under the age of 14 will be required to sign a statement declaring that they have not been investigated by the police or come to the attention of the youth justice service.

Police vetting forms are kept on file and will remain confidential to senior MiCamp staff involved in holiday camps.

MiCamp does not employ or accept volunteer service from any person who has a conviction for sexual crimes or for any offence involving the harm or exploitation of children.

All staff and leaders over 14 years will be vetted every two years.

6.8 Complaints

MiCamp Trust welcomes feedback and takes all concerns and complaints seriously. Complaints are viewed as an opportunity to improve our programmes, ensure accountability, and maintain a safe and supportive environment for campers, families, staff, and volunteers.

A copy of the MiCamp Trust Policies and Procedures Manual and a Complaints and Praise Form are available upon request at registration or through MiCamp staff. Information provided will also include contact details for Oranga Tamariki, should a parent or caregiver wish to report a serious concern through an external authority.

If a parent, caregiver, or participant has a concern or complaint regarding a programme, other camper or staff member, the following process should be followed:

- In the first instance, concerns should be raised with the Ministry Coordinator or senior staff member responsible for the programme, who will make every reasonable effort to resolve the matter promptly. Any complaint received from client, parent and/or community is to passed on immediately to the Camp Manager in accordance to the MiCamp Trust SMS complaints and disputes procedure.
- If the concern cannot be resolved at this level, or if the complaint relates to that staff member, the parent or caregiver may contact the Camp Manager at manager@micamp.co.nz or Ministry Coordinator at ministry@micamp.co.nz.
- If the issue remains unresolved, a formal written complaint may be submitted. The complaint should outline the details of the concern and any desired outcome.

MiCamp Trust will acknowledge written complaints within three working days and will aim to address and resolve the matter, where possible, within four weeks. A written response will be provided outlining the steps taken and any actions resulting from the complaint.

All complaints, including actions taken and outcomes, will be recorded and securely stored in the MiCamp Trust Complaints Register in accordance with organisational record-keeping procedures.

Where appropriate and practical, feedback from parents and caregivers will be considered when reviewing and improving future programme planning and delivery.

If the complaint relates to the alleged abuse against a child or young person, the Camp Manager must notify Child Youth & Family or the police immediately. Any action of this nature must be recorded in the managers diary for later evidence.

If the complaint concerns allegations of a serious criminal nature, the matter should be referred the police.

7. Working with Children

7.1 Special needs campers

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

If the child requires special aids (modified facilities, extra staff or staff training) the camp coordinator will make the final decision as to whether the program can cater for the child.

MiCamp will not accept any responsibility for issues arising due to full disclosure not being given by parents or caregivers.

7.2 Behaviour management

At the start of a camp senior staff will go over the various rules and reasons for the rules with both leaders and campers.

Programs will be designed to ensure that children experience an environment where they are safe, secure, respected and their dignity is protected.

For each activity children will be provided with some basic safety rules covering aspects such as looking after equipment, boundaries, etc.

Children will be positively always reinforced, and the activities will be stimulating and varied to ensure against boredom.

If a child misbehaves, leaders/staff will remind that child in an assertive, but nonaggressive manner, what is expected of them and the consequences for misbehaving.

If the child misbehaves again, they will be reminded once more of the consequences that will result. If the child continues to misbehave after one warning the consequences will be enforced.

Some consequences of a child misbehaving can be:

- Being removed from the activity for 'Time Out' of 5 – 10 minutes. The child will always remain in full view of staff. Before rejoining the activity, a staff member will remind the child again of what is expected of them.
- Having physical boundaries reduced or limited.
- Not being allowed to use a certain piece of equipment.
- Sent to the camp coordinator or manager to explain their actions.

If a child continually misbehaves the camp coordinator will notify the parents/caregivers to inform them of their child's behaviour and seek their help on what could be done to encourage their child to behave. They will be informed that the child is on their last warning (generally two warnings prior to this) and they may be sent home. The child is also made to understand this.

If they continue to misbehave, they will be sent home.

If a child continually behaves in a manner that shows disrespect for camp property, camp staff or endangers them or other children, despite the above measures, parents/caregivers will be

asked to remove their child from camp immediately.

At no time will punitive discipline be used. This includes punishing children by physically hitting, withholding food and drink, isolation from the group (other than 10 minutes, supervised “Time Out” consequence), verbal or emotional abuse.

At all times, staff and leaders will maintain a fair, consistent and positive approach to discipline.

All volunteers and staff are to refer to the behaviour ‘traffic light’ system that is in the leader’s manual.

7.3 Supervision

During camp there will never be a staff person or leader with a group of campers out of sight of another staff person or leader. Programs will be designed to ensure that there is always line of sight and/or sound between staff with campers.

The supervision ratio for indoor/outdoor activities will be no less than 1:10.

The supervision ratio for “High Risk” activities will be no less than 1:5. High risk activities are those with a higher intent of controlled risk or perceived danger.

Supervision ratios are 1:8 for offsite.

Ratios are based on risk assessment and align with OSCAR guidance

All leaders and team members 16 years and older are counted as adults in supervision ratios.

All leaders/staff under 16 years of age only count if there is someone over 16 presents.

All cabin groups will have a minimum of two leaders or more depending on the size of the accommodation, and number of campers, always keeping to the ratio.

There will be at least one senior leader (16 or older) in each cabin, along with at least one other leader (Leaders in Training).

Between the time when campers are put to bed and when they go to sleep, leaders will work together to assist campers to get ready for bed and settle them as they go to sleep.

Leaders, staff and team members are identified and introduced to campers at the beginning of the week.

7.4 Environmental Safety

Weather here at camp can be extreme at times.

During the summer months campers will be required to wear a hat during outside programs.

Sun cream will always be available to campers, and water will be readily available for children to stay hydrated.

Leaders/staff will ensure campers are appropriately protected from the effects of the sun.

During the winter we can experience some freezing weather, including severe frosts and snow. Campers are to be monitored for warmth, ensuring they put on warm clothes and shoes. If campers do not have enough, lost property can be used.

Leaders/staff are to monitor heater use and ensure they are being used safely (no clothing or towels hung over them, or objects pushed against them).

8. Illness and Injuries

8.1 First aid, sickness and medicines

At no time are any campers, staff or leaders to have any prescription or over-the-counter drugs in cabins. This includes paracetamol and vitamin tablets.

The only exception to this is asthma inhalers or drugs that are required to prevent fast acting, life threatening reactions to bites or stings, such as an epi-pen. If a parent/caregiver wishes for their child to keep and self-administer their prescribed inhaler, written consent must be provided using a MiCamp inhaler self-administration consent form.

At registration (either online or on a physical form) all parents/caregivers will be asked if their child has any medical conditions that require them to take drugs while at camp.

All full time Staff have their current first aid, and there will be a designated camp first aider.

At sign-in parents will be asked again to hand in any drugs or medications to the camp first aid or staff member with First Aid. A 'consent to administer' form will be filled in, with times and dosage of medications, and the caregiver will sign the schedule.

The drugs are put into a labelled bag and are kept secure in the first aid quarters.

Drugs will be administered as per the 'consent to administer' form by the camp first aider. The day, times, type and amounts administered will be recorded.

Children who become ill or feel sick will be removed from the camp program and an assessment of their symptoms will be undertaken by the camp nurse/staff member with first aid. A gender specific leader/staff will be present if an examination is required. A decision on what to do will be made. A clear isolation/rest area will be designated for unwell children

In all cases of sickness, the first aiders judgement will be used to decide whether the parents/caregivers require to be informed at the time, or at the later signing out stage. If required, info will be retrieved from the registration form and parents/caregivers will be contacted as soon as possible.

Parents are free to contact the camp First Aid at any time with any concerns.

If the camper is vomiting and/or has diarrhoea they will be removed from the camp program immediately and kept in quarantine, supervised by the staff member. Parents/caregivers will be asked to take the camper home as soon as possible.

Drugs or medicines will not be given to any sick camper without parent/caregiver approval.

All injuries and accidents will be attended to immediately. Safety of all persons will be insured and maintaining the person's privacy as much as possible will be a high priority. For any incident or accident, an incident report will be filled out according to severity. These reports are filled in by a staff member or the camp first aid.

Any loss of consciousness must have medical attention by a medical practitioner.

All accidents and near misses must be reported to the camp coordinator. In any circumstances of death, the police must be told first. Only senior designated staff with a current Workplace First Aid Certificate or higher are to administer any first aid to a camper.

Parents/caregivers will be contacted as soon as practically possible after any accident unless it is deemed very minor by senior staff. If it is a minor incident that may have lasting effects (e.g. grazing, minor bruising) parents will be notified upon pick-up.

If a camper requires more help than can be given by camp staff, they will be taken to the camp First Aider. If deemed necessary by the staff member they will be transported by private motor vehicle to a local doctor. In a more serious case, the nurse may call an ambulance to transport the camper to hospital. Every attempt will be made to contact parents/caregivers before this is done unless it is an emergency.

Parents are made aware of this procedure on the registration forms in the Parent/Caregiver Permission & Declaration section and agree to meet costs incurred.

8.2 Incident Reports

For all accidents and incidents an "incident report form" must be filled in by the staff member or team member administering first aid.

The Camp Manager must notify WorkSafe NZ of all cases of serious harm as soon as possible by phone and follow this up by a written notice within seven days.

A situation or scene involving serious harm must not be disturbed or interfered with until authorised by a WorkSafe NZ Inspector or police officer except as necessary to help the injured person, to maintain essential services, or to avoid serious property damage.

9. Facilities

9.1 Shared use of showers and toilets

Leaders/staff and campers may need to use the same toilets and showers at an alternative time while at camp. Whenever possible leaders will use separate showers and toilets.

Leaders/staff will instruct their campers to close and lock the shower and toilet doors whenever they are being used.

Leaders/staff will never go into the shower or toilet with a camper, unless the camper needs assistance. In this case a secondary leader/staff will be needed.

If a camper requires assistance to shower or use the toilet, this will be done by one senior staff person and one leader/staff of the same sex in one of the three wheelchair accessible toilets at camp. This will only be done after approval from parents/caregivers.

Campers and leaders/staff are to get fully changed in the shower cubicle before coming out into the bathroom area. A leader/staff is not to use these facilities if there is only one camper using them.

9.2 Cabins and Lodges

Leaders/staff in a cabin or lodge will always be of the same gender as campers. No leaders/staff or campers are to go into the accommodation or bathrooms of the opposite gender.

In an emergency, a staff member may go into the accommodation/bathrooms but will need to be with another staff member or leader of the same accommodations' gender.

During the night, leaders/staff responsible for campers' well-being will be able to always contact senior staff via phone or radio. They will also be made aware of all staff accommodation.

Leaders/staff will not be in a cabin with only one other camper. Always have a 1:2 ratio for safety of the campers and leaders.

Cabin doors are not to be locked at any time.

Leaders/staff will always ensure camper's privacy.

Campers will be in cabins or lodges in age-appropriate groups, meaning there will be no more than two years' difference between the oldest and youngest campers.

The only exceptions to this are:

- When parents request siblings to be together for no more than three years' gap with the camp coordinator's permission.
- When the numbers and ages of children, leaders and accommodation layout mean there is no other way to separate into such age groups.

9.3 Camp Activities

Some camp activities may need specialised instruction, such as kayaking, climbing and zipline. Only approved instructors (trained camp staff or volunteers) may instruct these activities.

Other Activities (such as archery and air rifles) simply need the instructor to be briefed and deemed competent by camp staff before they can instruct.

Leaders/staff and team members 16 years and over are potential candidates to instruct these activities.

All activities with an element of risk have a Standard Operating Procedure (SOP) form that must be filled in before and after the activity is run for each group.

These forms outline any risks and measures to minimise or eliminate those risks.

MiCamp also has an extensive Safety Management System and Manual which outlines Safety Management for the entire camp operations. This is available to be read at the reception desk.

10. Hygiene and Cleaning

10.1 Duties

Daily duties will be done as per roster for campers, leaders and team members.

These include bathrooms, dishes, grounds, serving food, and setting up morning tea, afternoon tea and supper.

All toilets at camp are cleaned at least once a day during camps.

Soap is provided in all bathrooms for campers to use after going to the toilet. Campers are encouraged to wash their hands or use sanitiser before meals.

Sanitary bins are in all female toilets for the disposal of sanitary supplies.

10.2 Kitchen and dining room

The kitchen and dining room are cleaned after each meal as per current food preparation and handling practices. Refer to the Food Control Plan for more information.

All people working in the kitchen must be wearing covered shoes, have long hair tied up and/or wearing a hairnet, and wash their hands with soap and water or wear gloves.

10.3 Food safety

All food preparation, cooking, serving and storage are done as per current food safety practices.

All supervising catering staff must either hold a current safe food handling qualification or be trained in safe food handling by a qualified chef.

10.4 Hygiene

Campers are encouraged to shower at least twice during camp and change their clothes daily.

If leaders/staff struggle to enforce this, they may enlist the help of a team member (such as camp mum) or camp staff.

Campers that do not change their clothing may not have enough to last the week, in which case we can wash some of their clothing, or lost property (that has been cleaned and stored) can be given to them.

The bedtime routine includes all campers to brush their teeth and go to the bathroom. Campers that are without a toothbrush may get a spare one from the camp staff.

Leaders/staff are also expected to lead by example e.g. showering, changes of clothes, deodorant etc.