CYC
WAIHOLA

MINISTRY POLICY

Reviewed November 2026

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Section 1: OUTLINE OF ORGANISATION

1. Organisation Details

Organisation Key Details

Name	Christian Youth Camps Waihola Incorporated
Also Known As	CYC Waihola
Legal Structure	Incorporated Society
Postal Address	70 Finlayson Road, P.O. Box 15061, Waihola, 9243
Physical Address	70-79 Finlayson Road, Waihola, South Otago
Website	www.cycwaihola.org.nz
Email	info@cycwaihola.org.nz
Phone Number	03 417 7120
Operations Manager	Anna Hynds
Operation Manager's Mobile	027 529 8586
GST #	13-646-686
Adventure Activity Operator No.	AAO99
Charities Services No.	CC25364
MSD Nato Provider No.	NATO4556
NZBN	9429042616177

Operations Scope

This document governs all Ministry Camps run by CYC Waihola. As an approved OSCAR provider, CYC Waihola must meet Ministry of Social Development standards. See;

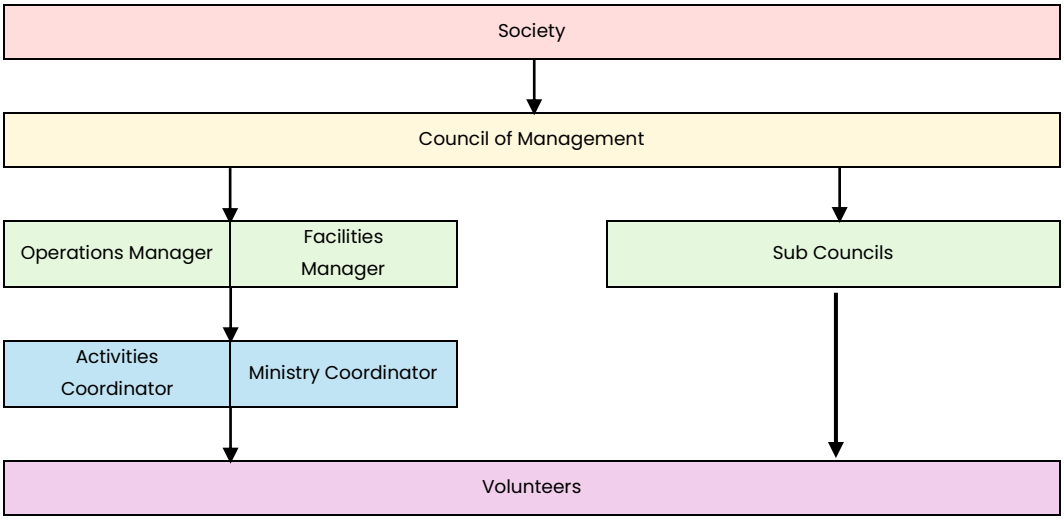
- MSD Social Sector Accreditation Standards - Level 3
- MSD Specialist Accreditation Standard: Out of School Care and Recreation (OSCAR) Programmes - Level 3
- MSD Specialist Accreditation Standard: Outdoor Pursuits and Camp Programmes for Children and Young People - Level 1, 2 and 3
- Te Kāhui Kāhu Social Sector Accreditation Standards (Level 3) - Full (PDF 6.9 MB)

Organisation Core Purposes

Christian Youth Camps Waihola Incorporated ("CYC Waihola") exists to run evangelistic outreach camps. In doing so, we deliver entry-level, adventure-based activities and provide accommodation and meals for all campers. CYC Waihola operates as a registered charitable organisation with Charities Services and is an approved Ministry of Social Development social services provider. To support this mission, CYC Waihola also hires out its facilities, accommodation, and on-site activities to external groups.

Society Structure

CYC Waihola is an incorporated society under the Incorporated Societies Act 2022. The society is overseen by a Council of Management which provides governance oversight to ensure operations, including adventure activities, are managed in accordance with legislative requirements and the organisation's safety management system.



2. Key Supporting Policies

Safety & Management Policy

Sets out the procedures and standards that ensure all CYC Waihola operations are safe, consistent, and well-managed. This is a required document. This document ensures compliance with the Health and Safety at Work Act (HSWA) 2015.

Activity Management Policy

Includes all Standard Operational Procedures (SOPs), Risk Analysis and Management Systems (RAMS), and Health and Safety Requirements for all Outdoor Adventure Activities. This document ensures compliance with the Health and Safety at Work (Adventure Activities) Regulations 2016.

Food Control Policy

Provides the framework for all food-related operations and ensures compliance with the Food Act 2014.

3. Document Access, Use and Review

Access & Availability

This document is available to caregivers, staff, and their support networks on request. Internal or sensitive content not relevant to clients (such as detailed HR or financial procedures held in other policies) is not required to be shared.

Copyright & Confidentiality

This document remains the property of CYC Waihola and should not be reproduced for external or commercial purposes without permission from the Operations Manager. This does not restrict caregivers, staff, or their support networks from accessing or requesting a copy of this policy.

Policy Improvement

Feedback, audit findings, and legislative updates are reviewed as part of the Annual Review, with improvements incorporated into this document and communicated to governance members and relevant staff accordingly.

Responsibility

The Operations Manager oversees daily implementation and compliance of all policies.

Annual Review

All CYC policies are reviewed annually.

- Major changes recorded in Appendix 3
- Led by the Operations Manager
- Uses the following table to ensure systems remain current:

What to Check	Notes
Childcare Policy	• Review for legislative or standard changes (e.g. Te Kāhui Kāhu Level 3) • Confirm policies are updated accordingly
Staff Competence	• Ensure staff are appropriately trained • Review training processes
Incident Reporting	• Confirm all incidents are reviewed and documented
Safety Reviews & Feedback	• Ensure external audit findings and other feedback has been addressed

Section 2: CLIENT CENTRED SERVICES

1. Social Awareness

CYC Waihola recognises that social issues may arise in any group and seeks to address them with sensitivity while maintaining its Christian values.

Inclusion and Social Awareness

CYC Waihola operates an inclusive policy: no child will be excluded from activities based on background, gender, education, race, culture, physical or mental health, or religion. However, for safety reasons, some programmes may not be suitable for all campers (see *Section 3.3*: *Admittance Criteria*). Campers are engaged holistically: physically, intellectually, culturally, and spiritually - in partnership with families and communities. Ministry Staff aim to resolve social issues through respectful dialogue, while upholding the organisation's Christian values.

During Camps:

- All Ministry Volunteers (Ministry Staff) are encouraged to recognise diverse learning needs.
- Campers observe Christian values through Ministry Staff role modelling.
- Daily Bible teaching is provided at age-appropriate levels.

Camper Choice and Participation

CYC Waihola recognises that campers are active participants in camp life, not passive recipients of a fixed programme. While caregivers consent to their child's overall enrolment and participation in camp activities, campers themselves are offered meaningful choice within that programme wherever safely possible.

Ministry Staff will:

- Offer campers a choice between alternative activities where more than one option is available at a given time
- Allow a camper to observe an activity rather than take part, or to participate at a reduced level (e.g. supporting rather than leading, or taking a smaller role), where this does not compromise group safety or supervision
- Check in with campers who appear reluctant or distressed about an activity, rather than assuming participation is compulsory
- Record any pattern of a camper consistently opting out, so this can be discussed with the camper, their caregiver, and (if relevant) considered in future programme planning

Cultural and Social Values

Ministry Staff are sensitive to children's social, cultural, and spiritual needs. CYC Waihola acknowledges New Zealand's cultural diversity and reflects this in policy and practice, guided by the Bible and respect to the Treaty of Waitangi. Christian values of love, service, forgiveness, peace, and justice are modelled by Ministry Staff.

Families/whānau are recognised as the primary decision-makers for their children, consistent with UNCROC (United Nations Convention on the Rights of the Child), including considering the child's views.

Camps may explore cultural diversity, providing children with exposure to various cultural and religious experiences to foster respect and understanding.

2. Disability and Accessibility

CYC Waihola is committed to ensuring campers with disabilities receive the same quality of service as all other campers. This includes:

- ensuring it is not made harder for a camper with a disability to participate in or access camp activities
- supporting campers to make their own decisions and express their preferences regarding their participation, to the extent appropriate to their age and understanding.
- providing accessible facilities, such as accessible toilets, where services are delivered on-site and where reasonably practicable
- Before declining to enrol a camper on the basis of disability, CYC Waihola will first consider whether reasonable adjustments can be made to accommodate the camper's needs. A decision not to provide a service will only be made where:
  - providing the service would cause serious difficulty for CYC Waihola (for example, due to cost, lack of resources, or impact on the wider camp), or
  - there is a health and safety risk that cannot be reasonably reduced or managed
- Any such decision, and the reasoning behind it, will be documented and communicated to the caregiver in writing, consistent with the process outlined in Section 3.3 (Special Needs Campers).

Section 3: PRIOR TO CAMP

1. Camp Programmes

Programme Planning

Camp Directors, supported by the Ministry Coordinator, Operations Manager and Activities Coordinator, will fully plan their programmes before camp begins and include contingency plans for any cancelled activities. Regular check-ins with the Ministry Coordinator are required to report:

- Planning progress
- Special activities or needs
- Ministry staff recruitment status

The Camp Director will work alongside the Activities Coordinator to produce a timetable for all camp activities. The Activities Coordinator will complete a Risk Assessment and Management System (RAMS) form for all off-site activities and any on-site activities involving significant risk. Each RAMS form must identify potential activity risks and the mitigations in place, and state the safe staff-to-child ratio for that activity. This will be submitted to the Operations Manager for final sign off.

All group programmes and activities are planned to be child-focused and age-appropriate, and offer campers age-appropriate choice in both the activities they take part in and how they participate.

Reimbursement for Camp-Related Expenses

Ministry Staff Members and Paid Staff Members must get approval from the Operations Manager for Camp-Related Expenses. Reimbursement forms can be submitted through Xero, via email, or using a paper form. The Operations Manager and Treasurer will sign-off on all direct payments.

Maximum Camp Numbers

Camp capacity is determined by:

- The number of available Ministry Staff
- The nature and risk level of activities
- MSD maximum capacity for CYC Waihola is 50 campers per camp

2. Enrolment Process

Campers submit a completed enrolment form via JotForm, signed by a caregiver (and the camper where applicable). A printed or digital copy must be available on-site during camp.

Enrolment Form Requirements

- The specific camp the child is being enrolled in
- Confirmation that the person enrolling the child has authority to do so (caregiver or referral agency)
- Emergency contacts: At least 2, with 3 contact numbers total
- Swimming ability: Required for certain activities
- Arrival/departure: Caregivers must provide details of how and by whom the camper will be dropped off and picked up.
- Health/medications: Must be disclosed and exact dosage requirements outlined clearly. *See 4.5: Medications*
  - Recent concussion: A concussion within 3 weeks of camp must be disclosed in the enrolment form. Staff will notify parents that recent concussions must be disclosed prior to camp within the information letter.
  - Behavioural issues: Must be disclosed; further reporting may be required at staff discretion
  - Pain relief: Caregiver permission for administering paracetamol in recommended dosage
- Name/s of people authorised to collect the child
- Written consent/instructions for children who arrive/leave unaccompanied (if applicable)
- Dietary needs: Must be disclosed in detail
- Social agency referrals:
  - New campers must have a written background report from the referring agency
  - Returning campers must include updated agency status and contact information
- A statement telling caregivers to notify CYC of any changes to enrolment information

Campers in the Custody or Guardianship of Oranga Tamariki

Where a camper is in the custody or guardianship of Oranga Tamariki:

- if the camper is under 16, consent for their participation must be obtained from Oranga Tamariki, or from a caregiver/whānau member who has been given permission by Oranga Tamariki to consent on the camper's behalf
- if the camper is 16 or over, CYC Waihola will inform Oranga Tamariki where camp participation could affect the camper's wellbeing or care plan

Terms & Conditions of Attendance

Must be accepted by caregivers before enrolment is approved. Includes:

- Accuracy of provided information
- Consent for contact, photos, medical treatment, and participation in all activities
- Understanding that disruptive behaviour may result in removal (with no refund)
- Agreement to Christian-based teaching and prayer throughout camp
- Agreement to payment terms (non-refundable deposit and full fees before attendance)
- Acknowledgement of outdoor high-risk activities, run under strict SOPs by trained staff
- Consent for the camper to be transported by CYC Waihola staff where required (including in a medical emergency, per the Transport Policy)
- Consent for CYC Waihola to share relevant camper information with other named organisations where necessary for the camper's safety or wellbeing (for example, referring agencies, medical providers, or Oranga Tamariki)

Camper and Caregiver Rights

Caregivers and campers are made aware, at enrolment and on request, of their right to:

- make a complaint, and how to do so
- know who can access their personal information and how it is used
- access and request correction of their personal information
- bring an advocate or support person of their choice to any stage of a complaint or significant decision-making process

3. Camp Admittance Criteria

Referral Policy

CYC Waihola accepts referrals from caregivers, social service agencies, and other community organisations. A referral will be accepted where CYC Waihola can reasonably meet the camper's needs within its available resources and supervision capacity. A referral may be declined where the camper's needs cannot be safely met, where capacity limits have been reached, or where information provided indicates a safety risk that cannot be reasonably managed. Any decision to decline a referral, and the reasons for it, will be communicated to the referrer or caregiver in writing. This conversation will be stored digitally.

Upon acceptance into the camp, an acknowledgement letter and invoice will be sent to the caregiver. A detailed information letter and gear list will follow. For high-risk camps, a letter disclosing the nature of activities and associated risks will be sent.

Sickness Policy

A camper will not be admitted to camp if they have been sick within 48 hours of arrival (including flu-like symptoms, fever, runny nose, cough, sore throat, vomiting, or diarrhoea).

Behavioural History

- If prior behavioural incidents are on file, enrolment is placed on hold.
- The Camp Director makes the final decision in consultation with the Ministry Coordinator and Operations Manager. These discussions and the final decision will be communicated in writing and documented accordingly.

Camp Full

If camp reaches maximum numbers, campers are added to a waiting list and notified.

Special Needs Campers

Children with special needs are welcome to attend Ministry Camps, provided the camp can safely meet their needs without negatively affecting others.

- Decisions are made by CYC paid staff, based on available resources and support needs in consultation with caregivers. These discussions and the final decision will be communicated in writing and documented accordingly.

Section 4: PROCESS DURING CAMPS

1. Camper Arrivals and Departures

Early Drop-off

Campers should not be dropped off early unless this has been arranged in advance with CYC Waihola and supervision requirements are in place.

On-time Drop-off

Caregivers must sign in their camper at the registration desk. During this time, campers are introduced to their cabin leaders and can settle into cabins with the support of their caregiver.

Public Transport Arrivals

If campers arrive by public transport, arrangements should be made with Paid Staff for pickup and drop off. Paid Staff may delegate pickup responsibilities to an appropriate Ministry Staff member. Transport details must be included on the registration form. *Refer to Transport Policy for further details on transport of campers.*

Non-Arrival

If a camper has not arrived within a reasonable period of registration opening, staff will:

1. notify the caregiver and emergency contacts listed on the enrolment form
2. search the immediate registration and arrival area
3. if the camper was travelling via public transport or another arranged method, confirm with the relevant party (e.g. transport provider) whether they departed as planned
4. if the camper's whereabouts remain unconfirmed after these steps, contact the New Zealand Police

This process will begin without unreasonable delay and will be escalated more quickly where circumstances suggest a safety concern.

Camper Pick-up

Only authorised persons may collect a camper at the end of camp. Their identity must be verified during sign-out, and the camper must feel safe with the person collecting them. If staff have any uncertainty about a pick-up, the matter must be referred to the Operations Manager immediately.

Documented caregivers are asked to sign any incident/behavioural forms at the time of pickup. If someone else collects the child, caregivers will be contacted after camp to sign the necessary documentation.

If a person who is not authorised to collect a camper attempts to do so, staff must not release the camper. Staff will explain that the person is not on the authorised collection list, attempt to contact the caregiver to confirm or arrange an alternative, and notify the Operations Manager immediately. If the person becomes aggressive or will not leave, staff will follow the lockdown/police-notification steps in Section 14.

Non-collection of Campers

If a camper is not collected, they will remain supervised by at least one staff member. Staff will attempt to contact caregivers, and if unsuccessful after five hours, Oranga Tamariki or the Police will be notified.

Emergencies

If a caregiver cannot be reached in an emergency, an approved Ministry Staff Member will remain with the child until responsibility is formally handed over to the caregiver. *Refer to Transport Policy for more information regarding transport of a camper in a medical emergency.*

2. Registration Process

Onsite Camps

During registration, the camper is signed in and the pickup person is confirmed. Any outstanding fees are addressed, registration details are verified, and caregivers must disclose any medical issues or medication requirements. Relevant forms are signed, and campers are informed of their cabin assignments and introduced to leaders.

Offsite Camps

The same registration process applies, with the addition that caregivers and campers are given specific details about the accommodation, required gear, and pickup location for the off-site venue.

Available at Registration Desk

Complaints forms and all policies are available upon request.

3. Court/Parenting Order Procedure

Caregivers are asked to disclose any parenting order, protection order, or other court order or agreement relevant to a camper as part of the enrolment process. Where CYC Waihola becomes aware of such an order:

- a copy of the order or agreement will be obtained and held in the camper's file
- staff will comply with the terms of the order at all times
- CYC Waihola will work with the parent/guardian/whānau to create a documented safety plan that staff must follow if the person named in the order arrives at the programme, including how staff will respond and who must be contacted
- All ministry staff made aware
- Person will be asked to leave, and if they do not (violent/combative) – lockdown, police called.
- A copy of any current order and the associated safety plan is kept with the camper's enrolment records and referenced during registration briefings for relevant staff.

4. Record Keeping

The Directors Folder includes enrolment forms, emergency contacts, medical information, special needs notes, and a during-camp sign in/out sheet (which includes a visitor log). A simplified camper list is created for daily use and post-camp follow-up. For emergency situations and evacuation drills, attendance lists are stored in designated fire boxes or other accessible locations.

Daily Attendance

Attendance is checked morning and night, and paperwork is completed to verify this. If a camper leaves camp during the day, this is recorded on the during-camp sign in/out sheet located in the Director's Folder. For CYC Waihola's preventative practices to ensure campers do not go missing, see Section 6: Community Wellbeing & Supervision.

Visitors During Camp

Visitors are only allowed on-site with approval from the Camp Director or Operations Manager and must sign in and out. Caregivers are discouraged from visiting during camp to prevent disruption. All requests for visits must be made in advance and approved by the Camp Director or Operations Manager.

Reporting Forms

Incident/Accident Forms (including Behavioural Incident Forms) must record: the camper's name; the date and time of the incident; details of where and how it occurred; the nature of any injury and treatment given; the name of the staff member who managed the incident; and confirmation that the parent/guardian was informed (recorded via signature, electronic acknowledgement, or a documented note of verbal confirmation).

Medical Information for Ministry Staff

Ministry staff must disclose relevant medical conditions or health concerns to the Camp Director and Camp Nurse. Staff are permitted to self-medicate, and medications must be stored securely in the locked cupboard.

5. Medications

- No medication will be administered without prior caregiver approval, given via the enrolment form or email.
- Upon registration, parents will be shown the medication form and will sign their consent to administer the given medications. If any changes have been made to the child's medication since enrolment, the parent will document this on the form and give their signature to confirm the update.
- All medications administered must be recorded in the camp medication log.
- All medications and administration instructions are stored in a locked cupboard in the First Aid Room. Only the Camp Nurse, Camp Director, and Paid Staff have access to this cupboard.
- Consent to administer Panadol/Pamol within recommended doses is asked within the enrolment form and documented. If a camper requires Panadol during camp, it will be administered (if parent has consented) and recorded on the camp medication log. The parent will be notified.
- Staff Administered: Where a staff member is to administer medication, the staff member will hand the child their medication and witness them take it. No staff member will ever force a child to take medication. If a child refuses medication, the staff member will notify parents/caregiver immediately.
- Self-Medication: Where a caregiver has advised that a camper is able to self-administer their own medication (for example, an asthma inhaler), this will be recorded on the enrolment form along with written instructions from the caregiver and a documented self-medication plan. Self-medicating campers remain within sight or hearing of staff at all times, consistent with general supervision requirements.

6. Sickness Policy

Staff, volunteers and campers who are vomiting, have diarrhoea, or are showing symptoms of a contagious illness should not attend camp. Please notify the Camp Director as soon as possible so alternative arrangements can be made.

Unwell Ministry/Paid Staff at Camp

- Notify senior staff immediately
- Isolate the staff member from campers and other staff
- Supervise and check on them regularly until they are able to leave
- Staff who are vomiting or showing signs of infection must remain in the sick bay or another suitable room until they can safely go home

Staff hygiene when caring for an unwell colleague

- Wear a mask and gloves when providing care or cleaning
- Wash hands thoroughly after any contact
- Change clothing after care, and shower and launder clothing as soon as practicable

Cleaning after illness

- Clean and disinfect all areas used by the unwell staff member, wearing mask and gloves
- Where possible, avoid reusing the area for 48 hours after a vomiting or infectious illness

Unwell Campers at Camp

- Isolate the camper from others immediately. The camper can rest in the sick bay (first aid room) where it is quiet and within sight of others.
- Contact their caregiver promptly and arrange collection
- Supervise the camper and check on them regularly until collected
- Campers who are vomiting or showing signs of infection must remain in the sick bay until a caregiver arrives

Managing vomiting

- Disposable vomit bags are available in the sick bay
- After each use, bag and discard into a black rubbish bag immediately

Staff hygiene when caring for sick campers

- Wear a mask and gloves when providing care or cleaning
- Wash hands thoroughly after any contact with an unwell camper
- Change clothing after care, and shower and launder clothing as soon as practicable

Cleaning after illness

- Clean and disinfect all areas used by an unwell camper, wearing mask and gloves
- Where possible, avoid reusing the area for 48 hours after a vomiting or infectious illness

Refunds

- If a camper misses camp days due to illness, a partial refund will be given, less the non-refundable deposit

Homesickness

- Empathise with the camper and take their feelings seriously
- Encourage them to stay busy and make friends
- If needed, offer a phone call with their parents or caregivers, who will decide whether the camper stays or goes home
- Homesickness most commonly occurs at night - safe ratios must be maintained and no leader is to be alone with a homesick camper at any time

7. Complaints Process

Complaints can be made using a form available online. Written complaints will be acknowledged within two business days and responded to within seven business days. If the issue remains unresolved, it will be escalated to the Council of Management. Where necessary, complaints may be referred to the Office of the Children's Commissioner.

Campers are encouraged to raise concerns directly with the Camp Director or a trusted staff member. In a post-camp follow up email, caregivers are encouraged to complete a feedback/complaint form available online. For staff complaints, refer to the Safety & Management Policy. All complaints and actions taken are documented and recorded in the PANDA Camp Management System or Genesis server, depending on the sensitivity of the complaint.

Any complaints received needs to be outlined in writing and will be processed by the Operations Manager and Ministry Coordinator. Investigations will include discussions with relevant people, and an outcome of the investigation will be communicated to caregivers in writing and recorded accordingly. Where the Operations Manager deems appropriate, external agencies may be contacted.

All complainants have the right to bring a support person or independent advocate to any stage of the complaints process. For children, this may include a parent, caregiver, or another trusted adult. CYC Waihola will ensure that complainants are safe and supported throughout the process, and no one will be disadvantaged for making a complaint.

If a complainant is not satisfied with the outcome of a complaint, they may escalate their concern to:

- Council of Management (secretary@cycwaihola.org.nz)
- Contact Te Kāhui Kāhu directly: tekāhuikāhu.govt.nz/contact-us/complaints.html
- Contact Mana Mokopuna (Children and Young People's Commission)**:** 0800 224 453 (Mon–Thu, 9am–5pm) or children@manamokopuna.org.nz

Protected Disclosures and Good Faith Concerns

Any staff member, volunteer, or camper who raises a concern in good faith (whether or not it becomes a formal complaint) will be protected from any form of retaliation, disadvantage, or adverse treatment as a result of raising that concern. This applies whether the concern relates to the conduct of another staff member, a safety issue, or the operation of the camp generally. Concerns can be raised directly with the Camp Director, Operations Manager, or a trusted staff member, and will be treated confidentially to the extent possible while still allowing CYC Waihola to respond appropriately.

Conflicts of Interest

Where a person involved in managing or investigating a complaint has a conflict of interest (for example, a personal or family relationship with a party involved), they will be excluded from the process and an alternative person (such as another member of the Council of Management or Operations Manager) will manage the complaint instead.

Prior Pattern Check

Where a complaint relates to an allegation of abuse by a staff member, the Operations Manager will check whether any similar complaints or concerns have previously been raised about that person, or whether records show a pattern of behaviour, before determining next steps and any appropriate disciplinary action.

Periodic Complaints Review

The Operations Manager reviews all complaints received at least annually to identify any patterns or repeated issues, and uses this review to inform improvements to camp policies, procedures, and staff training.

8. Food at Camps

Dietary Requirements

Caregivers must note any special dietary needs on the enrolment form. In cases where dietary requirements cannot be reasonably met, caregivers may be asked to supply their own meals, with a partial credit given for food costs.

Food Preparation and Safety

All food is prepared in accordance with CYC Waihola's Food Control Plan which adheres to the Food Act 2014.

9. Toilets and Bathrooms

Camper Use

Campers are instructed to use toilet and shower facilities privately and to ensure doors are locked. Staff never enter cubicles with campers unless in a medical emergency. All campers must change in the privacy of individual stalls.

Assisted Toileting

Campers requiring toileting assistance must have prior written permission from caregivers. Assistance must be provided by two same-sex staff in an accessible toilet or shower room.

Shared Facilities

Where staff and campers must share ablutions, separate times or signage must be used to ensure privacy. Staff are encouraged to use separate facilities when possible.

Off-site Facilities

Where public or wilderness toilets are used, campers are instructed clearly on privacy, safety and hygiene expectations.

10. Phone and Communication

During Camp

Caregivers are asked not to call their camper unless necessary. Messages will be passed on appropriately by Paid Staff. The Operations Manager's phone number is given to caregivers with the Information Letter and Gear List. The kitchen phone can be used by the Director/Paid Staff as required for contacting parents.

Off-site Activities

Refer to the Safety & Management Policy for emergency communication protocols.

11. Behaviour Management

CYC Waihola is committed to providing a safe, positive, and supportive environment for all campers. All staff are responsible for encouraging positive behaviour, addressing misbehaviour consistently and fairly, and protecting the safety and wellbeing of every child.

Physical punishment, emotional or verbal abuse, isolation, and withholding meals or basic needs are strictly prohibited. Behavioural incidents must be documented promptly, with caregivers informed of significant incidents. Staff will follow a structured approach to managing misbehaviour, escalating moderate or severe cases to the Camp Director or Operations Manager as required. All staff receive training in behaviour management procedures and apply these consistently across all camp activities. Post-incident reviews are conducted to ensure appropriate follow-up and continuous improvement.

A step-by-step implementation plan for this Behaviour Management Policy is available and can be accessed on our website. It is also printed and kept in the First Aid Room filing cabinet. Ministry Staff are made aware of this. This plan is also outlined below:

General Guidelines for All Levels of Misbehaviour

- **Never** use physical punishment, isolation, or emotional/verbal abuse. Never withhold meals (except dessert), drink, or washing facilities.
- **Communicate -** during leaders' meetings, communicate any misbehaviour witnessed or mentioned by campers with one another – even if dealt with. This allows directors to notice patterns of behaviour and which matters may need escalated.
- Remain fair, consistent and calm when addressing all levels of misbehaviour.
- **Focus on Positive Behaviour – Always aim to encourage and praise good behaviour to reinforce positive actions.**
- **Reporting and Documentation -** All incidents should be documented immediately (within 24h) on a Behavioural Incident Form for future reference and review. All forms must be shown to caregivers upon pickup and SIGNED by the caregiver. If unachievable, reports may be sent to parents by staff immediately after camp.
- **Caregiver Notification -** Caregivers must be informed of significant behavioural incidents, with clear explanations of what happened, and the steps taken.

We want children at camp, and we want camp to be a positive experience for ALL campers - therefore, we want to curb all inappropriate behaviour as soon as possible. Model the character of Jesus in all you do and encourage campers to do the same.

1. Mild Misbehaviour - *Mild disruption, slang, talking out of turn, small distractions, ignoring minor instructions.*

Step 1: Initial Reminder

Calmly remind the camper of the expected behaviour. Explain what they are doing wrong and what the appropriate behaviour is. Provide the child with a gentle reminder of the consequences if the behaviour continues.

Step 2: Praise Positive Behaviour

After the reminder, actively encourage the camper to follow the expected behaviour and praise their efforts when they improve.

Documentation

Mild misbehaviour typically doesn't need to be documented unless it's repetitive or disrupts the camp experience. If it's ongoing or disruptive, document it in your camp report so staff can make a note of it.

2. Moderate Misbehaviour - *Repeated disruption, repeated swearing, defiance, arguing with staff/leaders, breaking rules (e.g. using equipment improperly, disregarding safety guidelines, repeated defiance)*

Step 1: Second Reminder

If the behaviour continues after the initial reminder, provide a second clear reminder of the behaviour expected and explain the consequence for further misbehaviour.

Step 2: Enforce Consequences
Apply an appropriate consequence such as:
- **Time-Out:** Remove the camper from the activity for 10-15 minutes, ensuring they are always visible to staff. Discuss the misbehaviour and make sure they understand before rejoining.
- **Limit Boundaries or Equipment Use:** Restrict the camper's access to certain areas or equipment or missing out on a game.

Documentation
Include in the camp report so staff can make a note on the camper for future. Complete a behavioural incident report.

3. Severe Misbehaviour - *Aggression, bullying, intentional harm to others, severe defiance, violence to others, vandalism, or continued disruptive behaviour despite warnings.*

Step 1: Immediate Action
If the camper engages in severe misbehaviour, immediately intervene in a calm and assertive manner. Show the love of Christ while maintaining assertiveness. Remove the camper from the situation to ensure the safety and wellbeing of others.

Step 2: Consequences
- **Time-Out:** Enforce a time-out for 10-15 minutes or remove the camper from the activity for the rest of the session.
- **Referral to Camp Director or Paid Staff:** Escalate the situation to the Camp Director or Paid Staff to evaluate the next steps.
- **Call Parents:** If the child poses a threat to themselves, other campers or volunteers, the camper must be sent home. **First** talk to CYC staff, and both of you will decide who will call home. If removal from camp is necessary, the caregiver will be asked to pick up the camper immediately.

Step 3: Caregiver Notification
- If behaviour is severe but not dangerous, or if you and CYC staff deem the child able to remain at camp, complete an incident form within 24h, which needs to be shown to the parents upon pickup and signed by the parent/caregiver. This form will remain with CYC paperwork, so keep it in your director's folder.
- If the parent or caregiver is not picking up the child after camp, let CYC staff know, and we will email the incident form to the parents or caregiver and request their signature.

Documentation
- Complete a Behavioural Incident Form within 24h (online or in your director's folder) and submit it to the Operations Manager.
- Conduct a review of the incident with the Camp Director, Ministry Staff, and Operations Manager to determine further actions (e.g., banning from future camps or "stand down" recommendation).

Post-Incident Review
- After removal, the Operations Manager and Camp Director will review the incident(s) and create a detailed report, which will be stored in the camper's record and flagged for future reference.
- A meeting with the caregivers may be scheduled to discuss the camper's future participation in camps.

12. Child Protection Procedures

CYC Waihola provides services in which the welfare and interests of children and young people are paramount, ensuring the wellbeing of all, and maintains clear processes for managing allegations of abuse or concerns about safety, including recording incidents, reporting suspected harm to appropriate agencies such as Oranga Tamariki or the New Zealand Police, and acting in accordance with the Children's Act 2014, the Oranga Tamariki Act 1989, and relevant OSCAR standards.

Core Principles
The safety of children is paramount. CYC complies with relevant legislation (outlined above), ensures staff are trained to recognise and respond to abuse, involves families where appropriate, and strives for outcomes that support the best interests of the child.

Definition of Abuse
Abuse may include physical or emotional ill-treatment, sexual abuse, neglect, or exploitation that harms a child's health, development, or dignity.

Disclosure and Reporting Process
If a child discloses abuse or if abuse is suspected, Ministry Staff must immediately report it to the Camp Director in conjunction with CYC Staff. Staff must not ask leading questions or promise confidentiality and must always believe the camper. After reporting, the responsibility for further action lies with the Operations Manager, who will follow CYC's procedures and involve appropriate agencies such as Police or Oranga Tamariki. Staff are required to maintain confidentiality, and support will be provided to any staff affected by a disclosure.

Managing allegations of abuse against a Ministry or Paid Staff Member

CYC Waihola takes every allegation of abuse or harm to a child by a staff member (paid or volunteer) seriously. If anyone discloses abuse or if abuse is suspected this must be immediately reported to the Camp Director or Operations Manager (or the Chairman of the Council of Management if the allegation concerns them), who will notify NZ Police and/or Oranga Tamariki as required. The person alleged to have caused harm will be stood down from all child-contact duties while the matter is investigated, with confidentiality and fair process maintained and no internal action that could compromise an external investigation.

Whistleblower Policy

CYC Waihola encourages staff and volunteers to report any serious concern, such as child safety breaches, fraud, or breaches of the law or CYC policy, in good faith to the Operations Manager or Chairman of the Council of Management, or directly to an appropriate authority as provided under the Protected Disclosures (Protection of Whistleblowers) Act 2022. All reports will be treated confidentially, investigated promptly, and the outcome recorded. No one will face retaliation, disadvantage or loss of role for making a genuine report.

Documentation

All disclosures and concerns are documented in an incident report, detailing what was shared, who was involved, and the steps taken. This will be signed by appropriate people involved.

Child Protection Training

All paid staff receive training from external organisations in line with current best practices. Camp staff receive role-appropriate internal training. Ministry Staff are trained in abuse recognition and reporting and are instructed to refer suspicions or disclosures directly to the Director in conjunction with Paid Staff without delay.

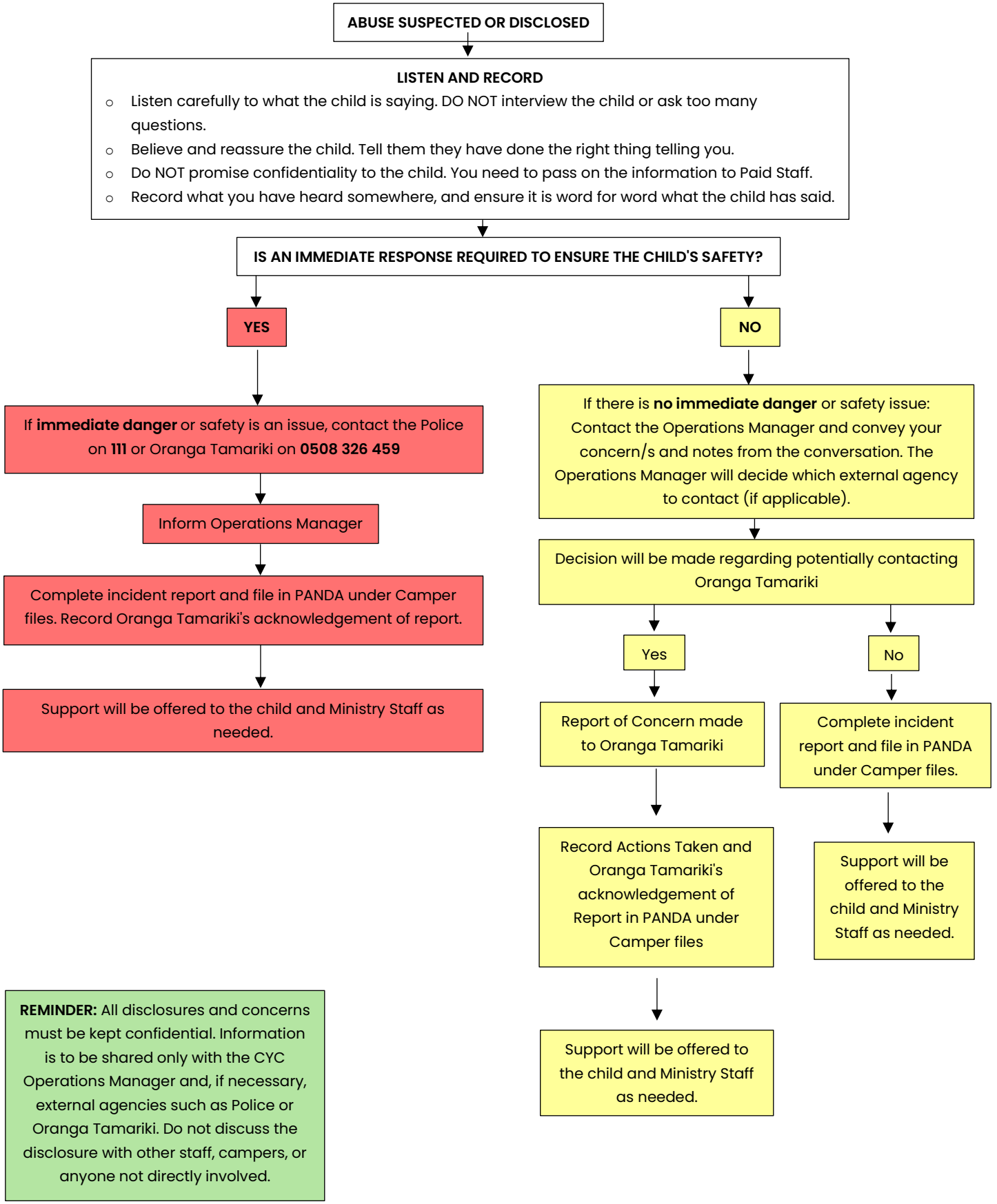
Serious Misconduct

See *Section 9: Staff Code of Conduct* for further information pertaining to CYC Waihola's misconduct process.

13. Child Protection Procedure - Flowchart

Responding to Disclosures, Concerns or Suspected Child Abuse

This procedure adheres to the Children's Act 2014, the Oranga Tamariki Act 1989, the Privacy Act 2020, and OSCAR Level 3 Standards to ensure the safety and wellbeing of all children.



Section 5: SERVICE FACILITIES

Onsite Facilities

Details regarding on-site accommodation, safety, and amenities are outlined in the **Safety & Management Policy**.

Offsite Facilities

Off-site camps may use a range of accommodation types and facilities depending on the programme. When campers are staying overnight, all individuals will be briefed on evacuation procedures upon arrival. If campers are staying in public-access locations (e.g. DoC huts), Ministry Staff must sleep in the same areas as campers to ensure supervision and provide support as needed.

Where camps are based in non-traditional accommodations (e.g. wool sheds) for more than one consecutive night, domestic smoke alarms must be installed for the duration of the stay. If alarms are already present, their batteries must be checked upon arrival.

Section 6: COMMUNITY WELLBEING & SUPERVISION

General Supervision

Campers at CYC Waihola are always supervised and must remain within sight or hearing of a competent staff member or leader. Programmes are structured to maintain safe supervision based on activity risk, camper needs, and location, with all procedures formally documented in written policies. Supervisors are trained and competent, have access to relevant child information including medical details and emergency contacts, and are familiar with emergency and off-site communication procedures. Visitors to the programme are always supervised. For offsite camps, communication plans are established and tested for all activities.

Staffing

At least one on-site Camp Director aged 20 or older, and a minimum of four vetted Ministry Staff, must always be present; if these requirements cannot be met, the programme will not commence or will be ended early. Staff under 16 years old, including Leaders in Training, are not counted in supervision requirements. CYC Paid Staff will identify competent staff who may have training to care for children with individual specific needs. At least one staff member holding a current first aid certificate is present at all times.

Supervision Ratios

Camper-to-leader ratios are determined by age group and activity risk, with a minimum of two leaders always present with any group of campers, in addition to the minimum camp-wide staffing set out above. This ensures no staff member is ever to be alone (out of sight or sound) with a camper. All ratios are established through activity-based risk assessments to ensure the safety and wellbeing of children and staff, including for high-risk activities and off-site excursions.

Preventing Missing Campers

CYC Waihola uses several layered practices to ensure campers do not go missing:

- Leaders take a headcount of their group before and after every activity rotation.
- Campers sit in their cabin groups at meals, making it easy for leaders to notice quickly if a camper is missing.
- Attendance is formally checked and recorded morning and night (see Section 4.4: Record Keeping).
- Any camper who leaves camp during the day is recorded on the during-camp sign in/out sheet held in the Director's Folder.

Where a camper cannot be accounted for, staff follow the Missing Person procedure set out in Section 14.

Section 7: ACCOMMODATION AND SLEEPING ARRANGEMENTS

Gender Separation and Cabin Supervision

Cabin arrangements must maintain gender separation, with Ministry Staff of the same gender as campers staying overnight in cabins. At least two staff members must be present in each cabin during the night, or campers must be given clear instructions on how to seek assistance. Staff must remain accessible at all times and are not permitted to be alone with a single camper. Cabin doors must remain unlocked, and staff must respect camper privacy. Any entry into a cabin by staff of the opposite gender must be accompanied by an additional leader.

Transgender Campers

Campers will not be excluded based on gender identity. Where possible, separate bunkrooms and ablution facilities will be provided. If unavailable, staff will work collaboratively with caregivers to find a suitable arrangement.

Section 8: SERVICE STAFFING

The following policies adhere to the requirements of the Children's Act 2014, the Health and Safety at Work Act 2015, the Criminal Records (Clean Slate) Act 2004, and applicable OSCAR Level 3 Standards. It is designed to ensure the safety, wellbeing, and proper supervision of all children and young people attending CYC Waihola camps, while also providing clear guidance for staff and volunteers on roles, responsibilities, and legislative compliance.

Ministry camps are managed administratively by Paid Staff. For the purposes of this policy and the Social Sector Accreditation Standards, Ministry Staff includes any person engaged by CYC Waihola, including Paid Staff, members of the Council of Management, any sub-committee members, interns and volunteers. Vetting requirements vary per role and are outlined below.

Non-Paid Ministry Staff

- Are not classified as Children's Workers under the Children's Act 2014. Ministry Staff are nonetheless subject to mandatory NZ Police Vetting under the "volunteers with children" provision (s16, Criminal Records (Clean Slate) Act 2004) and reference checks under Te Kāhui Kāhu Social Sector Accreditation Standards – Level 3, Staffing, Criteria 4 (staff vetting requirements for "all other staff").
- Are responsible to the Operations Manager and report to the CYC Waihola Paid Staff.
- Cannot be within 2 years of age of the oldest camper on a ministry camp.
- Will have a personnel file kept in the main office containing their volunteer service agreements, application form, police vetting form, and any other personal information. A record of their reference check/s is stored digitally in their PANDA file.
  - these files are in hard copy format and in digital format (see Panda Contact Manager)
  - these are to be current at all times

Paid Staff

Are classified as Non-Core Children's Workers under Te Kāhui Kāhu Social Sector Accreditation Standards – Level 3, Staffing and therefore require a Safety Check and Risk Assessment. This includes confirmation of identity (including a check that the identity has not previously been used by another applicant), a documented work history covering the last 5 years, at least one non-whānau referee check, current professional registration where required, a documented interview, an NZ Police vet, and a documented risk assessment completed. Paid job offers will not be made until the vet or check results have been received and reviewed, or will be conditional on a satisfactory result from the vet or check.

Council of Management Members

Are volunteer governance members, and are therefore classified as Non-Children's Workers under Te Kāhui Kāhu Social Sector Accreditation Standards – Level 3, Staffing. Council of Management members re-apply for their position annually, and are reinstated via unanimous voting at the Annual General Meeting. Council of Management members will undergo a Ministry of Justice check under Te Kāhui Kāhu Social Sector Accreditation Standards – Level 3, Staffing, Criteria 4.

1. Roles and Responsibilities

Camp Director	A mandatory role, held by someone aged 20 or older, who leads the camp and supervises all ministry staff.
Program Director	An optional role for individuals aged 16 or older, responsible for running the camp program under the guidance of the Camp Director.
Senior Leaders	16 or older and is appointed based on their experience and maturity.
Junior Leaders	16 or older but have less experience and work under the supervision of a Senior Leader.
Leaders in Training (LITs)	Under 16 and are learning leadership skills. They are not counted in supervision ratios and must not be left alone with campers. LITs must be police vetted.
Day Helpers	16 or older. They provide supervision but are not assigned as leaders (may replace leaders if needed).
Speakers	20 or older, deliver Christian content (may also fill leadership roles if required).
Cooks	Responsible for adherence to the Food Policy and liaising with the Operations Manager.

2. Recruitment of Ministry Staff

The vast majority of Ministry Staff candidates are known personally and therefore referred by community members such as church leaders, Paid Staff members, Camp Directors, Council members, or Sub-Committee members. Applicants who are not known to CYC Waihola undergo additional reference checks.

The recruitment process includes the following:

- Submission of a Ministry Staff Application that is reviewed by the Ministry Coordinator and/or Operations Manager. This application includes contact details for 2 referees relevant to the applicant's role.
- Completion of a Police Vetting Form and provision of relevant identity documents
- Completion of Ministry Staff Training and any relevant additional training (e.g. Directors, Cooks, Risk Management)

If any of the above have not been fulfilled, the Ministry Staff Member will not be included supervision ratios.

All offers to serve as Ministry Staff are conditional on the satisfactory completion and review of NZ Police vetting and reference checks. No Ministry Staff Member will commence a role involving contact with children until these results have been received and reviewed by the Operations Manager or Ministry Coordinator, except where the Emergency Staffing provisions in this section apply.

3. Volunteer Service Agreements

Volunteer service agreements outline the individual's volunteer status, the employer, their role description, work hours, dispute procedure, responsibilities, authority limits, and expectations. Ministry Staff remain onsite for the duration of the camp unless arranged with the Camp Director or Paid Staff. Ministry staff must obtain approval from the Operations Manager before incurring any reimbursable expenses. All agreements meet minimum legislative standards. A new agreement and job description must be signed for each camp attended prior the commencement of camp.

4. Staff Performance Reviews

CYC Waihola is committed to the ongoing development and support of its staff, to ensure the highest standards of care and supervision for all children and young people attending our camps. Reflecting the different nature of each group's engagement, Ministry Staff and Paid Staff are reviewed as follows:

Non-Paid Ministry Staff

As Ministry Staff are engaged on a per-camp basis, their performance and support needs are reviewed following each camp rather than on an annual cycle. At the conclusion of each ministry camp, the Camp Director completes a post-camp report briefly evaluating the performance of Ministry Staff, including their strengths, areas for improvement, and any relevant observations for future camp leaders. This report is stored securely in the Panda Contact Manager and the CYC Waihola office, and is used to inform training and development plans and to address any performance issues in accordance with CYC Waihola's policies and procedures.

Paid Staff

As ongoing employees, all Paid Staff receive a documented performance appraisal at least annually, conducted by a representative from the Council of Management signed by both parties, and filed within one month of completion. A review schedule is maintained to ensure no staff member exceeds 12 months between reviews.

Section 9: STAFF CODE OF CONDUCT

Required Behaviour from All Staff

All staff are expected to treat others with the highest moral standards. They must never engage in physical, emotional, or sexual abuse of others. Respectful manners and appropriate language must be maintained at all times. Staff must be within sight and sound of others, and/or be in the company of at least 2 others when with a camper.

Sexual Harassment

CYC Waihola has zero tolerance for sexual harassment. This includes any unwelcome sexual advance or conduct that creates an offensive, hostile, or intimidating environment. Examples of sexual harassment include verbal abuse, sexual jokes or innuendo, unnecessary physical contact, requests for sexual favours (with or without threats), and physical assault.

Staff / Client Relationships

Ministry Staff must not pursue or engage in romantic relationships with others during camp.

Online Interactions

Ministry Staff must not contact campers directly via personal social media, messaging apps, or other online platforms, other than through official CYC Waihola channels used for camp administration. Any online communication with campers or their families must be professional, transparent, and, where practicable, visible to or copied to a Paid Staff member. Ministry Staff must not accept friend or follow requests from current campers on personal social media accounts during or after camp. Any concerns about inappropriate online contact must be reported to the Operations Manager immediately.

Privacy Policy

No Ministry Staff Member will, under any circumstances, share contact information, health/behavioural/personal information, or any other information that could identify an individual. Any suspected privacy breach must be reported to the Privacy Officer (Operations Manager).

Serious Misconduct

Any breach of the Staff Code of Conduct or behaviour inconsistent with CYC Waihola's values is considered serious misconduct and may result in dismissal. Criminal or child-related breaches may also be referred to Police or Oranga Tamariki.

Misconduct Process

The Operations Manager will assess the seriousness of any breach and report it to the Council of Management at the next meeting. For a minor breach, a formal written warning will be issued by the Operations Manager. In the case of a serious breach, future leadership of the Ministry Staff Member will be put on hold while the Operations Manager and Council determine the appropriate course of action.

Section 10: STAFF DETAILS

Up to date information on Ministry Staff is kept on file in the CYC Waihola office. This includes a Ministry Staff Application for all Ministry Staff, reviewed and updated every three years or sooner if substantial changes occur. This includes contact details, emergency contacts, and any important medical or allergy information, in line with the requirements of the Children's Act 2014. All personal information is managed in accordance with the Privacy Act 2020. Information is stored securely, both digitally (in the Panda Contact Manager) and in locked physical files at the CYC Waihola office. Access to personal information is limited to authorised personnel, including Paid Staff, relevant Council of Management members, and external auditors where required. Ministry Staff have the right to request access to, and correction of, their personal information in line with the Privacy Act.

Section 11: VETTING

Who Must Be Vetted

Under the Children's Act 2014, and Te Kāhui Kāhu Social Sector Accreditation Standards – Level 3, Staffing, Criteria 4 all Ministry Staff must be police vetted. The only exception to this is Governance Members who do not come into contact with children. These Governance Members will instead complete a Ministry of Justice check. See Section 8 of this document.

Non-NZ Police Vetting

Anyone aged 14+ who is not a NZ or Australian citizen/permanent resident must also complete a No New Zealand Identity Declaration Form confirming they have never been investigated for child welfare issues. Australian citizens/permanent residents can be vetted using standard NZ Police Vetting forms.

Vetting Results

Individuals will not be employed or permitted onsite during ministry camps if their police vet reveals convictions related to child abuse or exploitation, recent violence, abuse or sexual offences.

Overseas Criminal History Checks

CYC Waihola will not employ or engage a person as a core children's worker if they have an overseas conviction equivalent to a specified offence under Schedule 2 of the Children's Act 2014.

- Applications for core children's worker roles include questions about overseas convictions.
- Reasonable efforts will be made to identify overseas convictions among current core children's workers.
- The HR Committee decides whether an overseas conviction is equivalent to a specified offence. The decision and reasons are recorded, and the person is told of any right to review or appeal.
- Information about overseas convictions is kept confidential and secure.

Charges or Convictions Arising During Service

All Paid Staff, Ministry Staff, and Council of Management members must immediately disclose to the Operations Manager if they are charged with, or convicted of, any offence during their time with CYC Waihola. On receiving such a disclosure, the Operations Manager will assess the nature and relevance of the matter, stand the person down from any role involving contact with children pending assessment (unless clearly unrelated to child safety), consult the Council of Management where the matter is serious, and document the decision consistent with the vetting decision process below. Failure to disclose is treated as serious misconduct.

Confidentiality

All Police Vetting information is managed in accordance with the **Privacy Act 2020**. Information is stored securely, both digitally (in the Panda Contact Manager) and in locked physical files at the CYC Waihola office. Access to this information is limited to authorised personnel, including Paid Staff, relevant Council of Management members, and external auditors where required.

1. Responding to Concerning Vetting Results

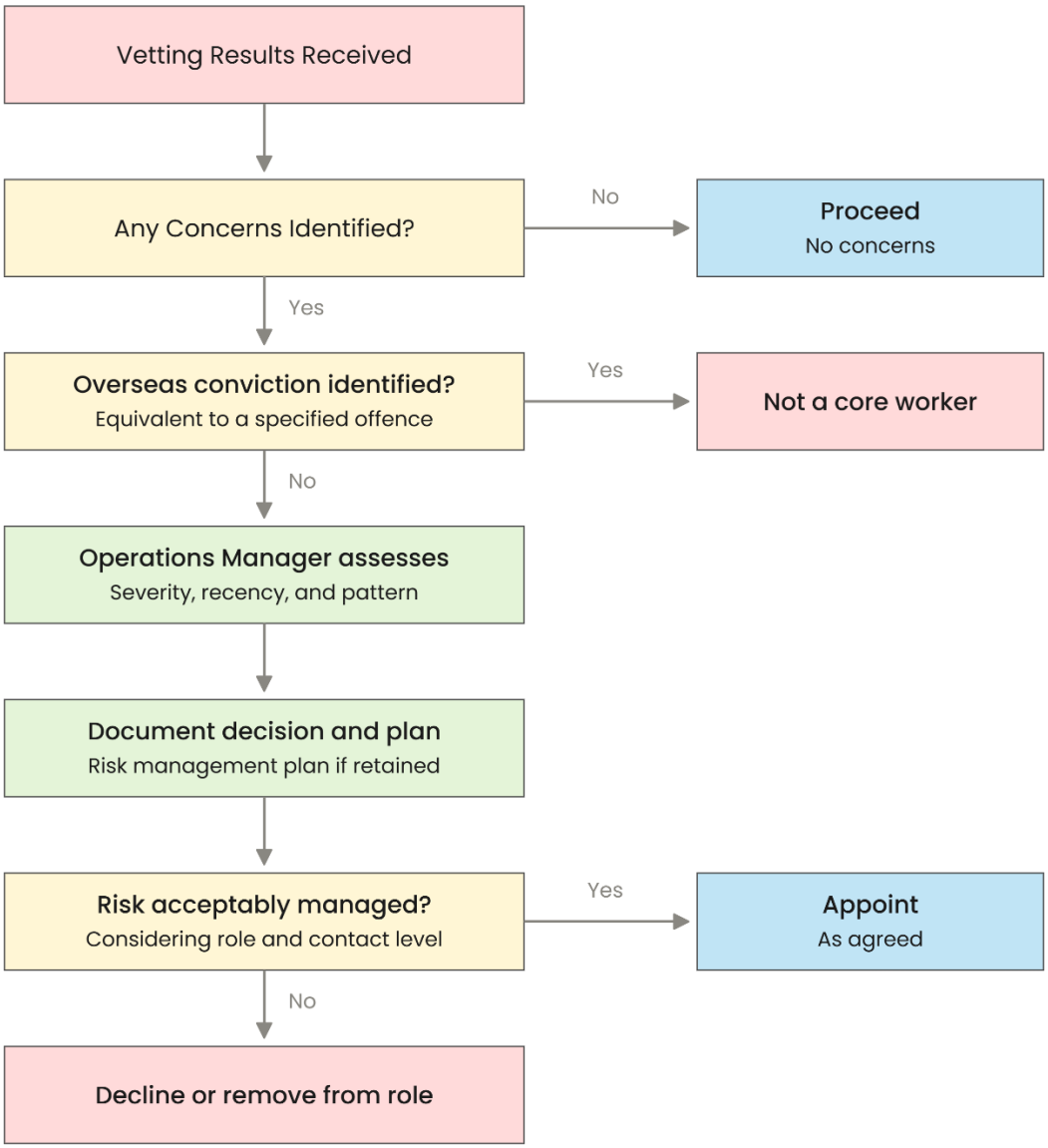
If a Police vet, MoJ check, or other vetting information raises a concern about a staff member (new or existing, including Council of Management members), the Operations Manager will assess the concern before any decision is made about appointment, continuation, or removal from duties. This assessment will consider:

- how serious the concern is, and its relevance to the safety and wellbeing of children and young people
- how recent the information is, and whether it reflects an isolated incident or a pattern of behaviour
- any rehabilitative steps the person has taken since
- the specific nature of the person's role and the level of contact they would have with campers
- any conditions, restrictions, or additional supervision that could appropriately manage the risk, if the person is to continue in the role

This decision-making process will be documented, including the information considered, who was involved, and the outcome. Where a risk is identified but the person is retained in a role, a documented risk management plan will be put in place covering the identified risk, responsibilities, the staff member's agreement, review timeframes, and any required supervision or restrictions. This plan will be reviewed regularly and updated if new information becomes available (including at re-vetting).

CYC Waihola will not appoint or retain any person in a role working with children where the concern indicates an unacceptable risk to child safety, regardless of the person's history with the organisation.

a. Decision - Making Process:



b. Risk Management Plan (also available in a separate document):

INDIVIDUAL RISK MANAGEMENT PLAN

Complete when a Police vet / MOJ check returns a result, or a staff member/volunteer may present a risk to others

Staff member		**Role**	
Date opened		**Prepared by**	
Risk level	*Low / Medium / High*	**Next review**	
Risk Identified			
Source	*Police vet / MOJ check, disclosure, complaint, incident, observation*		
Nature of risk			
Seriousness & relevance	*How serious the concern is, and its relevance to the safety/wellbeing of children & young people*		
Recency & pattern	*How recent the information is; isolated incident or a pattern of behaviour*		
Rehabilitative steps	*Steps the person has taken since (e.g. counselling, treatment, training)*		
Role & contact level	*Specific nature of the role and level of contact with campers*		
People Involved & Responsibilities			
Manager / owner	*Assesses risk, drafts plan, monitors, reviews*		
Supervisor	*Implements supervision day-to-day, reports concerns*		
Others notified	*e.g. HR, board, Oranga Tamariki, Police — if applicable*		
Supervision, Restrictions & Supports			
Supervision	*e.g. direct line-of-sight, never alone with children, buddy system*		
Restrictions	*e.g. no 1:1 contact, no overnight duties, restricted access*		
Supports	*e.g. EAP, training, mentoring, health referral*		
Review Timeframe			
Frequency & dates	*Min: High=fortnightly/3mo · Medium=monthly/6mo · Low=6mo/annual; earlier if new concern arises*		

Ministry Staff Member's Agreement

I confirm this plan has been discussed with me and I understand the risk, restrictions, supervision and supports above.

☐ I agree with this plan ☐ I do not agree (comments overleaf)

Ministry Staff signature		**Date**	
Operations Manager's signature		**Date**	

2. Referees

Reference checks are a key part of assessing suitability to work with CYC Waihola and are required under the Children's Act 2014.

Referee Criteria:

- All Ministry Staff must provide 2 referees. At least one referee must know them well in a Christian ministry context.
- Referees must be able to speak to the applicant's character and suitability.
- Paid staff or Council members can only act as referees if they know the applicant from outside CYC Waihola (e.g., through church, youth group, or a Christian organisation).

Referee Follow-up:

If the applicant is not personally known by the Operations Manager or other paid staff, the Ministry Camps Coordinator will phone both referees and ask a set of questions to assess the applicant's suitability. This conversation will be documented in the Panda Contact Manager.

3. Training

Ministry Staff Training

CYC Waihola uses an online training platform to ensure Ministry Staff are trained and competent in their roles. This is completed prior to commencement of role at camp. This training includes the Code of Conduct (including appropriate behaviour), Statement of Faith (agreement required), supervision and behaviour management guidelines, child abuse detection and reporting, health and safety requirements, incident/accident reporting.

Full Non-Paid Ministry Staff induction training is valid for three years. A refresher session (outlining Health and Safety requirements, Code of Conduct, Child Abuse Disclosure and Reporting, Incident/Accident Reporting, Behaviour Management Guidelines) is completed with all Ministry Staff prior to camp beginning to ensure Ministry Staff remain competent. Full training records are stored both digitally via JotForm and PANDA. High-risk activities require both online and practical training sign-off. Printed materials are available for those unable to complete training online. Additional training includes Risk Management Training, required for all staff involved in safety-sensitive roles.

Volunteers and contractors are briefed regarding site hazards and risks, relevant procedures and policies, and the requirement for police vetting if on-site for over 4 weeks or unsupervised during ministry camps. This is completed by the Operations Manager.

Training Levels

All staff involved in activities must be trained and competent to supervise children safely. Training records are maintained for auditing purposes and include details of qualifications, completed induction, and any refresher training. High-risk activities may only be led by staff with verified competence. Refresher training is completed as required, and all training and competency records are stored securely in the CYC Waihola office and digitally.

For further training details, refer to the Activity Management Policy and Safety & Management Policy.

Section 12: DRUG AND ALCOHOL POLICY

CYC Waihola is committed to the safety and wellbeing of all campers and staff. Ministry Staff are prohibited from consuming or possessing alcohol, recreational or illegal drugs onsite or during camp duties. Alcohol consumption is discouraged prior to camp, and Ministry Staff must not be under the influence while performing any supervision or leadership responsibilities. Ministry Staff found to be under the influence of drugs or alcohol will be stood down immediately. Prescription medications that may affect performance must be reported to Paid Staff. Clients suspected of being impaired by drugs or alcohol will not be permitted to participate in camp activities. Alcohol and legal recreational drugs are not permitted on-site, and any substances found will be disposed of. Illegal drug use will result in Police involvement. Paid Staff requirements are covered in the Safety & Management Policy.

Section 13: STAFF FATIGUE POLICY

CYC Waihola recognises that staff fatigue may compromise the safety and wellbeing of campers and staff. Ministry Staff may experience fatigue from long hours, overnight supervision, and physical activity. Staff are encouraged to recognise fatigue in themselves and others and must refuse work they believe is unsafe. Camp Directors monitor fatigue within their leadership teams and reallocate duties as necessary. Lower risk tasks are provided to fatigued staff, and support is available to manage ongoing fatigue. Paid Staff fatigue management is addressed in the Safety & Management Policy.

Section 14: HEALTH AND SAFETY

Full details on CYC Waihola's health and safety procedures are available in the **Safety & Management Policy** and **Activity Management Plan.** These policies outline our commitment to maintaining a safe environment for all campers, staff, and visitors.

Key Policy Areas

- **Safety-Conscious Culture**
  The policy emphasises continuous improvement and proactive management of all safety-related procedures to foster a culture of safety across all aspects of camp life.
- **Staff Roles and Training**
  Clear definitions are provided for various staff roles. The policy outlines staff appointment processes and includes training requirements to ensure all team members are fully equipped to operate within the camp's safety systems.

- **Risk and Hazard Management**
  The policy covers identification and assessment of risks specific to the Ministry Camp context. Standard Operating Procedures (SOPs) are in place for a range of activities, including high-risk activities, road safety, and vehicle usage.
- **Emergency Planning and Response**
  Comprehensive procedures are outlined for handling emergencies. These include planning for emergency situations, responding to incidents appropriately, maintaining an accident register, ensuring staff hold current first aid qualifications, managing First Aid Kits, and providing staff with training and access to relevant emergency information.
- **General Health and Safety Operations**
  This includes policies on animal interactions, hygiene and food safety, smoke-free environments, and rules regarding alcohol and substances.

Drill Frequency

Emergency and evacuation drills are carried out with staff and campers for each week of holiday camps. A FENZ Trial Evacuation Report will be completed for every drill and emailed to evacuation@fireandemergency.nz. This document includes the date and time of the drill, who was present, and other important details. A completed physical record of each drill is retained by the Operations Manager, and digital records are retained on PANDA under the respective camp.

1. Roles and Responsibilities

Evacuation Warden

The Camp Director typically acts as Warden, recorded on attendance forms before the first night.

Evacuation Warden Responsibilities:

- Ensure appropriate measures are in place to assist and support all persons during an evacuation
- Retrieve the evacuation list and visitors book from the red fire box (found at front door of each facility)
- Wear the fluorescent vest from the box
- Lead the group to the assembly point
- Account for all persons and report to on-call staff and emergency services
- Recover Directors Folder from First Aid Room which includes childrens/caregivers/emergency contacts.
- Coordinate parent/caregiver contact where required

On-call Staff Member

The Operations Manager is the designated on-call staff member. In their absence, this responsibility passes to a suitably qualified Paid Staff member or Council member.

On-Call Staff Responsibilities During an Emergency:

- Check in with the Evacuation Warden and confirm all persons are accounted for
- Account for all staff, volunteers, and contractors on site
- Confirm emergency services have been notified
- Liaise with emergency personnel on arrival
- Conduct room-by-room checks if safe (including toilets and accommodation), closing doors and turning off appliances (not lights)
- Authorise return to buildings only when safe

Council of Management

Holds sole authority for communication with the media.

2. General Evacuation Plan

Assembly Points

Facility	Assembly Point
Main Lodge	Grass area in front of the bunk-room block, near the assembly point sign
Chalets and Clark House	Grass area in front of Chalet 4, near the assembly point sign
Homestead	Gravel car park area in front of the Homestead, near the assembly point sign

If the standard assembly point is unsafe, on-call staff or the Evacuation Warden will direct the group to an alternative location.

Emergency addresses for 111 calls

- Main Lodge / Chalets: 70 Finlayson Road, Waihola, South Otago
- Homestead: 79 Finlayson Road, Waihola, South Otago
- Nearest intersection: State Highway 1 & North Foreland Street (or NPD Waihola)

3. General Evacuation Procedures

The following steps apply to all evacuations unless a specific procedure states otherwise.

1. Activate the fire alarm if safe to do so
2. Call 111 if emergency services are required — give the address above
3. Proceed to the assembly point
4. The Evacuation Warden accounts for all persons using the evacuation list
5. If anyone is missing, inform emergency services immediately. No one re-enters a building unless safe to do so and authorised by emergency services or the on-call staff member.
6. Identify a first aid certified person and make them available
7. No one re-enters buildings until authorised by on-call staff or emergency services
8. Once the situation is resolved, complete an incident report (available in the red folder or via the CYC Waihola website)

Campsite evacuation: If the site must be fully evacuated, arrangements will be made for parent/caregiver pickup from the lower carpark. No one leaves without signing out with the Evacuation Warden. Campers are not released until collected by a parent, caregiver, or emergency contact.

Fire

1. Sound the alarm (verbally or via the siren switch in the kitchen beside the microwave — a continuous siren indicates fire)
2. Evacuate immediately and proceed to the assembly point
3. Call 111
4. The Evacuation Warden accounts for all persons
5. On-call staff attempt to extinguish the fire only if safe and no toxic fumes are present (e.g. from foam mattresses or polystyrene) — no one enters a burning building
6. On-call staff report to the senior fire officer on arrival, advising of any missing persons and the fire location

Earthquake

1. If **indoors**: Drop, Cover, and Hold under sturdy furniture or beside an internal wall away from windows — do not move until shaking stops
2. If **outdoors**: Move away from buildings, trees, and powerlines, then Drop, Cover, and Hold
3. Once shaking stops, proceed to the assembly point - the Evacuation Warden accounts for all persons
4. On-call staff and the Warden inspect buildings externally for visible hazards. Internal inspections should only occur if the building appears safe to enter — if fire is found, follow the Fire procedure above
5. Do not re-enter buildings until authorised by on-call staff

Landslide / Severe Storm

1. If caused by flooding or heavy rain, everyone stays indoors until outside areas are confirmed safe by on-call staff
2. If the site is deemed unsafe, on-call staff initiate a camp-site evacuation
3. For severe storms, on-call staff contact Civil Defence and follow all instructions
4. Campers are not released until collected by a parent, caregiver, or emergency contact from the lower carpark
5. If overnight evacuation is required, on-call staff will arrange suitable accommodation and meals

Forest Fire

1. The Evacuation Warden activates the fire alarm and calls 111
2. On-call staff notify police and report the number of persons on site
3. Camp-site evacuation is initiated if there is risk to those on site, or if emergency services advise it
4. On-call staff keep the Warden updated on instructions from emergency services

Lockdown

A lockdown is called when a group needs to be contained and protected inside buildings. Situations include an armed or dangerous person on site, a dangerous animal, siege, or hostage situation.

Lockdown signal: Five short rings of the camp buzzer and radio communication

Triggering a lockdown:

1. The person witnessing the incident notifies CYC staff immediately
2. On-call staff confirm the situation and decide whether to implement lockdown
3. Call 111 — always the first priority if there is an immediate threat
4. Activate the lockdown signal

See following page for Lockdown Procedure Table

Lockdown Procedure Table

Location	Actions
Indoors (not main hall) E.g. bunkrooms, chalets, Clark house, ML bedroom 1	• Lock all external doors and windows • Turn off lights and electronic devices; silence mobile phones • Campers sit quietly on the floor, away from doors and windows and out of sight • Barricade doors if safe to do so • Stay in place until ALL CLEAR is given by police or on-call staff
Main hall	Move all campers and staff to the **upstairs lounge** immediately. Staircase protocol: The staircase is narrow - move campers up side-by-side, calmly and quickly. At least one leader goes up first to receive campers at the top. At least one leader manages the bottom of the stairs and goes up last, closing and locking the stairwell door behind them. Once upstairs: • Lock or barricade the lounge door • Move campers away from windows and out of sightlines from outside • Campers sit quietly on the floor • Turn off lights; silence all mobile phones except those needed for communication • Take a headcount and report to the Camp Director via radio or message • Remain in place until ALL CLEAR is given by police or the Camp Director
Outdoors	• Enter the nearest building if safe, and follow the indoor procedure above • If entering a building is not safe, find cover (trees, ditches, walls), stay silent, and contact on-call staff with your location and headcount • If off-site, move to the nearest safe area (e.g. Waihola School or the Domain), take attendance, and await instructions

When police arrive:

- Police take control of the incident and establish an Incident Control Point
- All staff and campers must fully cooperate with police
- On-call staff meet police to provide a situation briefing
- Treat the area as a potential crime scene — do not disturb any evidence
- Police handle all media and family communication

Missing Person at Camp

1. Notify a CYC staff member immediately
2. Identify the person's last known location
3. Search all buildings, playgrounds, and areas used by the group
4. Contact caregivers if the missing person is a child
5. If not found within 20 minutes, contact police and follow their instructions without delay
    a. If the camper has an image on their PANDA camp file, Paid Staff may supply this for police.
6. Avoid disturbing potential search areas prior to police arrival

Sun Safety at Ministry Camps

During the summer months, campers are encouraged to wear hats during outdoor programmes and to stay hydrated and apply sunscreen, which is readily available throughout the camp. Ministry Staff are responsible for ensuring campers are protected from the effects of the sun by using shaded areas for activities, planning activities around the midday sun, and encouraging appropriate sun-safe clothing.

Monitoring Client Safety

CYC Waihola regularly monitors the safety of campers through daily leader debriefs during camp, a review of all incident, accident and near-miss reports by the Camp Director and Paid Staff at the end of each camp, and health and safety concerns discussed at regular staff meetings and rectified in a timely manner. The Operations Manager reports health and safety matters to the Council of Management at regular meetings. Any identified risks or patterns lead to documented corrective actions, updates to relevant policies or procedures, and feedback to Ministry Staff (paid and volunteer) before the next camp.

Section 15: TRANSPORT POLICY

1. Transport for Activities

- Campers are only transported in vehicles with a current WOF and registration
- The driver must hold a full New Zealand driver's licence
- All passengers must wear a seatbelt
- No more passengers than the vehicle can safely and legally carry.
- Where multiple vehicles are travelling to the same destination, travel in convoy where possible

2. Transport for Medical Emergency

Scenario	Action	Transport requirements
Life threatening situation	• Camper travels via ambulance	N/A - camper travels via ambulance
Caregiver reached and can arrive promptly	• Keep camper comfortable and supervised • Await caregiver arrival onsite • No transport required	N/A - caregiver transports the camper themselves
Caregiver reached but cannot arrive soon enough	• Discuss situation with caregiver and agree on transport • Camp Director or Paid Staff makes the call to transport • Confirm meeting point with caregiver (e.g. hospital or clinic)	• Minimum 2 ministry staff in vehicle • Camp nurse if available • Staff the camper is comfortable with • Follow standard transport policy • Maintain communication with caregiver en route
Caregiver cannot be reached	• Call 111 and follow guidance of emergency services • If emergency services advise staff transport (e.g. faster than waiting for ambulance), proceed accordingly • Continue attempting to reach caregiver and all emergency contacts on file • Notify caregiver of actions taken as soon as contact is made • Meet caregiver at destination as soon as possible *Note: If caregiver or any listed emergency contact cannot be reached within 4 hours of arrival at the hospital, police will be notified.*	• Minimum 2 ministry staff in vehicle • Camp nurse if available • Staff the camper is comfortable with and able to provide support • Follow standard transport policy • Maintain communication with caregiver en route (i.e. texts, emails, or leaving messages)
Emergency services transporting the camper (ambulance)	• One staff member accompanies the camper in the ambulance where permitted. Another suitable staff member will follow the ambulance. • Notify caregiver immediately and advise destination • Meet caregiver as soon as possible to hand over care	Ambulance — staff travel separately following standard transport policy
Camper requires transport to a GP or after-hours clinic (non-emergency)	N/A – CYC Waihola will not transport campers in a non-emergency	N/A – CYC Waihola will not transport campers in a non-emergency

Section 16: MINISTRY CAMPS GOVERNANCE AND MANAGEMENT

1. Governance and Management

CYC Waihola is an incorporated society under the Incorporated Societies Act 2022. The society is overseen by a Council of Management, which is responsible for ensuring the organisation operates safely, legally, and effectively. The Council provides strategic oversight, approves policies and procedures, monitors organisational performance, and ensures compliance with relevant legislation, including the Children's Act 2014, the Health and Safety at Work Act 2015, the Privacy Act 2020, and the Criminal Records (Clean Slate) Act 2004. Governance ensures clear lines of accountability between the Council, management, staff, and volunteers.

Each Council of Management member must apply (or re-apply) prior to CYC's annual AGM, and will be instated via unanimous voting among Society Members as stated in CYC Waihola's Constitution document. Council Members will undergo either a Police Vet or MoJ check, depending on their involvement with Ministry Camps. Records of these checks will be stored both digitally on PANDA, and in physical personnel files.

CYC Waihola Paid Staff are responsible for implementing Council-approved policies, managing day-to-day operations, and ensuring all staff and volunteers are competent, trained, and adequately supervised. Management maintains operational records, monitors risks, and oversees compliance with safety, child protection, and staff performance requirements.

2. Camp Records

Attendance records for all Ministry Staff and visitors are stored with enrolment forms, medical information, RAMS forms, and other relevant documents. These are kept indefinitely for archival and child protection purposes. A written report by the Camp Director is added to the records, summarising any incidents and providing an overview of the camp.

3. Financial Management

Camp fees are paid via internet banking before camp. Any cash payments at drop-off are receipted and reconciled with PANDA and XERO. For campers referred by social service agencies, invoices are issued according to the agency's policies. The Operations Manager is responsible for following up unpaid fees and managing camp fee administration.

Section 17: PRIVACY POLICY

1. Information Collection, Disclosure, and Storage

CYC Waihola manages all personal information in line with the Privacy Act 2020. Personal information means any information that identifies, or could reasonably identify, a living individual — such as contact details, identification documents, financial records, medical or health information, and written or verbal communications.

Personal information is collected directly from individuals (or, for children and young people, their parents or guardians) through enrolment and registration forms, consent forms, medical and RAMS documentation, verbal disclosures, and correspondence such as email or phone calls. Information may also be collected from third parties (for example, referees, schools, or referring agencies) where relevant to camp safety or service delivery, and always with the knowledge of the individual or their guardian wherever practicable.

Information is collected only as needed to operate ministry camps, manage services, meet legal obligations, and ensure safety, and is used only for the purpose it was collected for. It will not be used for an unrelated purpose without the individual's consent, unless the law permits or requires this (for example, to prevent a serious threat to someone's health or safety, or where required by a lawful request from an authority).

Information may be shared with service providers, agencies, or authorities where required by law, to protect safety, or with consent. Access to personal information is restricted to those who need it to perform their role — principally the Privacy Officer (Operations Manager), the Camp Director, and other staff directly responsible for the relevant camp or service, on a need-to-know basis.

Individuals may request access to or correction of their personal information. They also have rights under the Privacy Act to withdraw consent or lodge complaints with the Privacy Commissioner.

The appointed Privacy Officer (Operations Manager) oversees compliance, manages breaches, and ensures risks are reduced and reported as required.

Personal information is retained only for as long as necessary to fulfil the purpose for which it was collected, to meet legal obligations, or for legitimate child protection and archival purposes. Camp attendance records, enrolment forms, and child protection-related documentation are retained indefinitely in line with Section 16.3 (Camp Records). Data is stored both digitally (in a secure server)

and physically (locked filing cabinet in the CYC Waihola office). After this time, digital files are archived and physical files are secured. Access to files is restricted to authorised personnel.

2. Staff and Volunteer Training in Privacy Practices

All Paid Staff receive training in the Privacy Policy (relevant to their role) before handling any personal information. Training covers what personal information may be collected, how it must be stored, who it can be shared with, and how to recognise and report a privacy breach. Refresher training is provided at least annually, timed alongside existing safety-checking and policy review cycles. The Privacy Officer maintains a record of who has completed training and when, as evidence of compliance.

All Non-Paid Ministry Staff are required to uphold this Privacy Policy as laid out in the Code of Conduct.

3. Secure Storage of Paper-Based (Hard Copy) Information

Physical records containing personal information are stored in a locked filing cabinet within the CYC Waihola office, itself located within a locked and alarmed building outside of operating hours. Access to the cabinet is restricted to the Privacy Officer and other authorised personnel named in this policy. Documents are not left unattended on desks or in common areas (a clear-desk practice applies at the end of each working session), and originals are not removed from the office unless authorised, in which case they are transported in a sealed folder and never left unattended (including in vehicles). A sign-out log is kept for any hard-copy file taken off-site.

4. Disposal of Information No Longer Required

Once personal information has passed its retention period and is no longer required for legal, safety, or archival purposes, it is disposed of as follows:

- Paper records: destroyed by cross-cut shredding on-site.
- Digital records: permanently and securely deleted from all systems, including backups, once the retention period under this policy has expired. Deletion is logged by the Privacy Officer.
- Electronic devices (e-waste): any computer, laptop, hard drive, phone, or other device that held personal information is wiped using secure data-erasure methods, or has its storage media physically destroyed, before the device is disposed of through an authorised e-waste recycling provider.

5. Privacy Concerns and Breach Reporting

Anyone with a concern about how their personal information has been handled may raise this informally with the Privacy Officer in the first instance, or lodge a formal complaint in writing. The Privacy Officer will acknowledge the concern promptly, investigate, and respond with the outcome and any corrective action taken.

If a privacy breach occurs (personal information is lost, disclosed, or accessed without authorisation), the Privacy Officer will assess it against the Privacy Act 2020 threshold for a "notifiable privacy breach" — that is, whether it has caused, or is likely to cause, serious harm. Where this threshold is met, the Privacy Officer will, as soon as practicable:

- Notify the Office of the Privacy Commissioner using the required notification process;
- Notify affected individuals, unless a legal exception applies;
- Take reasonable steps to contain the breach and prevent further harm; and
- Record the breach, the assessment made, and the response taken, for governance reporting and future review.

Individuals who are not satisfied with how CYC Waihola has handled their complaint or a breach retain the right to lodge a complaint directly with the Privacy Commissioner at any time.

6. Evidence of Secure Storage and Compliance

The Privacy Officer conducts an annual privacy compliance check, confirming that: physical storage remains locked and access-restricted; digital storage access logs have been reviewed; staff training records are current; and disposal records (shredding certificates, digital deletion logs, e-waste disposal records) are on file for the relevant period. A brief written record of each check, including any corrective actions taken, is retained and reported to governance as evidence this policy is being followed in practice, not just documented.

7. Information Technology and Cybersecurity Measures

CYC Waihola maintains information technology and cybersecurity measures appropriate to the size and risk profile of the organisation, to protect the privacy and security of all personal and organisational information held digitally.

Protective tools: All organisational devices and servers are protected by an active firewall, up-to-date antivirus/anti-malware software, and current operating system and software updates, applied as soon as reasonably practicable after release. Automatic updates are enabled wherever available.

Password and access review: Passwords meet a minimum complexity standard and are not shared between staff. System access is reviewed at least annually, and immediately upon a staff member or volunteer leaving their role, to ensure access is revoked or updated as needed. Multi-factor authentication is used for access to key systems (such as email and the secure server) where available.

Device theft and damage protection: Devices holding personal information (laptops, phones, tablets) are password- or PIN-protected, and encrypted where technically possible. Staff are required to store devices securely when not in use, and to report a lost, stolen, or damaged device to the Privacy Officer immediately so access can be revoked and any risk assessed.

Safe disposal of electronic devices: As set out in 18.4, any device that has held personal information is securely wiped or has its storage media physically destroyed before disposal, and disposed of through an authorised e-waste recycling provider. A record of the wipe/destruction method and disposal date is retained by the Privacy Officer.

The Privacy Officer is responsible for overseeing these measures and reporting any significant cybersecurity risk or incident to governance, alongside the annual privacy compliance check.

Section 18: QUALITY IMPROVEMENT

CYC Waihola will review all policies and procedures annually. CYC Paid Staff will meet regularly to discuss health and safety, complaints, feedback, upcoming camps, staffing requirements, directors' reports, and activity timetables (including associated SOPS/RAMS).

The Council of Management will meet to review the Operations Manager's Report, Ministry Coordinator's Report, Activity Coordinator's Report, and director's reports five times a year.

Following every Ministry Camp, a report is generated by the director outlining what went well, what could have been done better, suggestions for future, safety concerns/recommendations, Ministry Staff feedback, verbal feedback given from caregivers and clients, and notable client outcomes. These reports are discussed at Camping Committee meetings (a sub-council) where any concerns are raised, and any service improvements are initiated. Any changes to be implemented are to be ratified at the following Council of Management meeting and are to be implemented by Paid Staff accordingly.

CYC Waihola will host an Annual General Meeting with Society Members to track the performance of our organisation. Financial Reports, Camp Reports, Governance Reports, Relevant Accommodation Statistics are all provided for discussion and review as per our Constitution.

Section 19: MANAGEMENT SIGN OFFS

Reason for Sign-off

CYC Waihola recognises the importance of safety within the organisation, and the Council of Management will endorse, actively support, promote, and sign off on this policy. Each year, following the document's annual review, the Council will minute a motion at a regular meeting to endorse the policy for the following year, ensuring it remains current and enforced.

As the person responsible for day-to-day operations, the Operations Manager will also endorse, actively support, promote, and sign off on this policy.

Chairperson Sign-off

The Chairperson of the Council of Management hereby signs off on this document on behalf of the Council of Management:

Chairperson's Name: _____

Signed: _____

Date: _____

Operations Manager Sign-off

The Operations Manager hereby signs off on this document:

Operations Manager's Name: _____

Signed: _____

Date: _____

Appendix 1: Glossary – Definitions and Terms Used in this Document

Term	Description
Council of Management	The Council of Management is CYC Waihola's board of directors, appointed at each Annual General Meeting. They are responsible for managing the society's affairs.
CYC Waihola	This is the trading name of Christian Youth Camps Waihola Incorporated. It refers to the organisation throughout this document.
Ministry Camps	Ministry Camps are Christian-based evangelistic outreach camps, which are the core purpose of CYC Waihola.
MSD	This government department oversees funding, regulations, and policy for services such as OSCAR.
OSCAR	Out of School Care and Recreation, a framework for services that provide before and after school or holiday programmes for children.
Te Kāhui Kāhu	The regulatory and accrediting body. Responsible for checking that OSCAR providers meet required health, safety, and wellbeing standards.
PANDA system	An internal digital system used by CYC Waihola to manage records of camp enrolments, staff details and training, qualifications, and accommodation groupings.
Paid Staff	This term refers to individuals employed by CYC Waihola in a paid capacity.
Ministry Staff	Staff includes both Paid Staff and Ministry Staff engaged by organisation.

Appendix 2: Review Changes

The following appendix summarises all major changes to policies following a major review of this document.

08 November 2018 – Annual Review

A major review of policies was conducted to ensure alignment with current legislation. Changes included removing policies duplicated in the Safety and Management Policy, adding responsibilities for the Ministry Coordinator, introducing risk management requirements based on Council decisions, and making minor spelling and grammar corrections.

09 August 2016 – Major Review

This review was part of the annual policy update to reflect legislative changes introduced by the new Te Kāhui Kāhu Social Sector Accreditation Standards. Updates included adding the Accreditation Standards into Appendix 1 and linking them to the relevant policies. Policies were refined or added to clarify enrolment form requirements, enrolment processing, behaviour management at camps, and guidelines on transgender enrolments.

31 October 2014 – Major Review

The review responded to legislative changes including the simplification of OSCAR standards (2011) and the Health and Safety in Employment (Adventure Activities) Regulations 2011. Key changes included removing sections covered by the Safety and Management Policy, simplifying the document to align with the seven OSCAR standards, and adding policies related to off-site camps such as tramping and sleeping arrangements.

16 August 2014 – Annual Review

Policies were reviewed to align with new MSD Social Sector Accreditation Standards Level 3. New governance policies and social awareness policies related to issues affecting young people were introduced. Clarifications and simplifications were made to camp processes, enrolment referrals from social agencies, minimum staff levels for camps, and enrolment form requirements. The document was reorganised for better logical flow, removing minor numerical headings, adding an index and glossary similar to the Safety and Management Policy, and correcting spelling and grammar.

1 June 2024 – Annual Review

Several updates were made to improve operational clarity and safety:

- Risk management templates were created for Directors to aid planning of medium to high-risk activities before camps.
- The Panadol/Ibuprofen policy was updated to specify only Panadol may be administered to campers by ministry staff.
- Visitor sign-in procedures were revised to align with the Safety Management Policy, requiring all visitors to sign in and be informed of any site risks and hazards.
- Ministry Staff briefings were updated to reflect camper bathroom use policies.
- The Privacy Policy was updated to reference the Privacy Act 2020.

1 September 2025 - Annual Review

This policy underwent a full review and redevelopment on 1 September 2025 to ensure compliance with current legislation (outlined throughout document) OSCAR Level 3 Standards, Social Sector Level 3 Accreditation Standards, and to reflect new implementation strategies including the Behaviour Management Plan, JotForm training, Child Abuse Reporting Flowchart, and related operational updates.

July/August 2026 – Annual Review

This annual review was conducted in light of newly released Te Kāhui Kāhu Level 3 Social Sector Accreditation Standards and the OSCAR Specialist Accreditation Standard, ahead of CYC Waihola's upcoming accreditation audit. A full gap analysis of the Ministry Policy was undertaken against both standards. Key areas addressed included:

- Alignment of enrolment, admittance, and caregiver consent requirements with current accreditation criteria
- Clarification of independent toileting, assisted toileting, and dietary documentation requirements in line with the Human Rights Act 1993
- Refinement of caregiver authority provisions under the Care of Children Act 2004
- Review and tidy-up of section and subsection numbering throughout the document for internal consistency
- General formatting improvements to support clarity for auditors and staff

November 2026 – Review of Required Actions

This review was undertaken in response to the required actions identified in the Te Kāhui Kāhu assessment report. The review addressed the following matters: the identification and definition of funding agencies; the removal of outdated terminology (e.g. “electronic red stamp”); and the inclusion of additional information within the child protection policies.