

# Nannies Plus



**NANNIES  
PLUS**

Part of Academic Colleges Group (ACG)

## Quality Management System

Name of Organisation Mothers Nest Trading as Nannies Plus

Website [www.nanniesplus.co.nz](http://www.nanniesplus.co.nz)

Ownership Mothers Nest

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Amendments made:

Section 1     April 2017

Section 2     April 2017

Section 3     April 2017

Section 4     May 2015

All sections revised under Mothers Nest October 2017

# Section 1 Introduction

## Mission Statement

To provide children with high quality education and care within a home environment.

## Philosophy

### Te Rapunga Whakaaro - Our philosophy

Nannies Plus acknowledges whānau, home and local community are fundamental to a child's wellbeing and development. We respect the whānau and work within its values and culture to love and care for children.

We encourage children to enjoy learning by fostering development of their interests, strengths and capabilities. We support children to develop self respect and respect for others.

We recognise the bicultural heritage of New Zealand and celebrate the language, art, music and tikanga of both partners to Te Tiriti o Waitangi.

## Our Values

Nannies Plus espouses the values of:

### Ngā Uara – Our Values

These are used to guide our work and provide a high quality service for all

#### Innovation

We encourage each other to think outside the box, collaborate, and be creative. Stakeholder-driven, we are innovators and leaders in our approach to vocational education.

#### Passion

A commitment to providing quality teaching and learning.

#### Quality

We have a shared commitment to achieve the highest standards through clear communication, regular self-assessment, and a focus on maximising our value to stakeholders.

#### Respect

We believe in, and value, individual and cultural diversity to encourage collaboration and teamwork.

#### Integrity

We deliver on our promises. We are honest, responsible, accountable, and transparent. We do the right thing by all of our stakeholders.

## Section 2 Goals and Objectives

### **Policies and Procedures**

- Goals and objectives

### **Related Documents**

- Licence for Nannies Plus (45157) 2014 – full
- Licence for Nannies Plus 2 (60074) 2014 – full
- Licence for Nannies Plus 3 (46743) 2017 - provisional

## Section 2 Goals and objectives

### Policies & Procedures

#### Strategic Goals of the Support Service

The Service aims to:

- Provide quality early childhood education and care for young children, based in their homes and community.
- Provide a support system for nannies and families
- Manage our resources effectively and efficiently and meet reporting requirements of the Ministry of Education.

#### Goals and Objectives

Nannies Plus's primary goal is reflected in our mission statement:

*To provide children with high quality education and care within a home environment.*

#### Procedures:

An annual team planning meeting is held, where objectives will be identified for the current year, as well as future years, which will lead to the realisation of Nannies Plus's primary goal.

This process is guided by the following:

- Nannies Plus Quality Management System
- Ministry of Education requirements for home-based care providers
- Education Review Office compliance issues and/or recommendations (when available)
- Feedback from key stakeholders
- Registered Teacher Criteria – Education Council

We acknowledge the following national documents from which we took guidance previously:

- Pathways to the Future: Ngā Huarahi Arataki: A 10-year strategic plan for early childhood education 2002-2012
- Strategic Plan for Home-based Early Childhood Education Services 2009

## Section 3 Governance and Management

### Policies and Procedures

- Ownership and governance
- Management
- Quality management systems
- Reporting to Government
- Treaty of Waitangi
- Publicity
- Privacy Officer
- Financial management
- Fee schedule

### Related Documents

- Nannies Plus organisational structure
- Summary of staff responsibilities
- Internal records audit template
- Risk management plan 2015
- Management Plan 2017
- Strategic Plan 2017

#### Held elsewhere

- Handbook for nannies and families
- Current resources
- Record of reviews of information & policies (See meeting minutes)

## Section 3 Governance and management

### Policies & Procedures

#### Ownership and Governance

Nannies Plus is a limited liability company. It is owned by Mothers Nest, which is a family operating business. Head office is situated in Auckland.

#### Management

Management procedures are clear and suit the purpose of Nannies Plus. Staff meetings are held regularly with all permanent staff (where possible).

##### Procedures:

1. Consultation between manager, visiting teachers and other administration staff is frequent.
2. Staff meetings are held monthly, with additional meetings held if required.
3. Outcomes from meetings requiring action are dealt with appropriately and as quickly as practicable.

#### Quality Management Systems

The Quality Management System, document sets out the policy and procedures to be followed by all staff and nanny educators of Nannies Plus. The service aims to self-monitor in order to identify any areas for improvement.

##### Procedures:

1. The Quality Management System document is reviewed as the basis for the coming year's operations annually.
2. The Quality Management System document is always available to staff. The document is updated each year following the review of such by all staff. Staff are encouraged to identify the policies and /or procedures they believe require alteration and suggest appropriate changes. Such changes are discussed at a staff meeting, or with the manager, and a decision made about whether the change is necessary and appropriate.
3. Feedback is collected from nanny educators, families of enrolled children and staff.
4. Planning occurs through an annual team planning meeting (January), at which time the Annual Management Plan and Strategic Plan is formulated / revised and goals set for the year.
5. Formal reviews occurring: QMS, including policies (annually), programme (annually)
6. Handbooks for NZMA nanny students, training families, qualified nannies and employing families are reviewed annually based on feedback from the relevant groups, and alterations in policies and procedures resulting from changes in legislation and compliance issues.
7. We conduct a monthly self-audit of records for both nannies and children
8. A focus for the coming year's self-review is determined at the annual planning day, one person made responsible for steering it, and the planning for it begun.
9. We receive He Pānui Kōhungahunga - The Early Learning Bulletin (monthly) which includes any updates services need to be aware of.
10. An external audit by ERO occurs on a regular cycle (1-3 years).
11. The audited financial reports are submitted to MOE annually.

## Reporting to Government

Government bodies receive reports as required under legislation. Reports are forwarded to the Ministry of Education as required.

### Procedures:

1. Information for funding (RS7) is forwarded to MOE three times a year (February, June, October) via APT.
2. Statistical information (RS61) is received by the MOE via APT with census week being in June.
3. Documentation reporting on how the service has spent the subsidies provided by the Ministry (annual audited accounts) is forwarded to the Ministry by 30 June each year, and available at the Nannies Plus office for the community to access.

## Treaty of Waitangi

Nannies Plus respects the aspirations, needs and concerns of the Māori people as tangata whenua and works in ways that honour the principles of the Treaty of Waitangi.

### Procedures:

Nannies Plus:

- adopts a flexible approach to communicating with families, including meeting with whānau
- talks with families about their aspirations for their children (during the initial visit to families & recorded on the initial family visit form)
- dependant on the family aspirations, will place a Māori nanny with a Māori family where possible
- encourages nannies to
  - view children holistically and see their development as embedded into their family situation
  - learn about the culture of the family
  - use Te Reo Māori and tikanga Māori with the children in their care
- Includes documents, where appropriate and possible, that reflect the bicultural nature of Aotearoa New Zealand e.g. the 'all about me page'.

## Publicity

Publicity materials present a true and accurate representation of the organisation. Marketing is planned and executed by Head Office, in consultation with the Business Development Manager.

Procedures:

1. Publicity brochures are reviewed annually to ensure currency.
2. Mothers Nest website
3. FaceBook page
4. Online advertising
5. Marketing materials – balloons, magnets, folders, give away bags

## Privacy Officer

Personnel files and police vet results are stored securely.

Procedures:

1. A Safety Check (in line with the Vulnerable Children's Act) is carried out on every new nanny applicant, and repeated every 3 years.
2. The police vet results are received by the Group Operations Manager, and if there are of no concern the placement of the nanny proceeds. If they are of concern the Group Operations Manager discusses the contents of the Police Vet with the nanny (or family if it is a Police Vet of the family), and explains why the placement cannot proceed.
3. Infocare shows date of initial, and subsequent Police Vets.
4. The Police Vet Results are stored in a locked cabinet at Head Office and disposed of within 3 years of receipt.
5. Police Vets are carried out every three years.

## Financial Management

Nannies Plus aims to be financially sound and able to fund its activities.

Nannies Plus is financially viable to enable it to offer quality education for children. It shows accountability for government funds received and is able to achieve its set goals and objectives.

### Procedures:

1. The financial year runs from 1 January to 31 December.
2. At the end of the financial year, the accounts are prepared by a chartered accountant and audited by an independent auditor. The audited accounts are then forwarded to MOE within 90 days of the year-end, (one year in arrears), and available at head office for the community to access.
3. An annual budget is written to ensure appropriate use of funds, incorporating provision for:
  - salaries (Business Development Manager, administration, visiting teachers)
  - programme development and review
  - professional development
  - resources
  - asset replacement
  - on-going costs (postage, photocopying, power, phone...)
4. Accounting requirements are complied with within 90 days of financial year-end.
5. All financial records are kept for 7 years.
6. Records showing financial transactions, assets and liabilities are kept and available for inspection purposes.

## Fee Schedule

Families of enrolled children pay no fees for the service provided by Nannies Plus.

### Procedures:

1. Families of enrolled children pay no fees for the Nannies Plus service as this is funded by the government.
2. Families of enrolled children, with a qualified nanny pay the nanny at a rate agreed upon by the family and nanny.
3. For children 3 & 4 years old, whose family claims the *20 Hours ECE* through NP, NP passes over the total amount received from the government (minus GST & the service component) for the 20 Hours ECE. This is likely to be around \$4.00 per child hour.
4. For children under 3 years of age Nannies Plus offers a Programme Allowance of \$1 per child per hour (max of 6 hours per day and 30 hours per week) to help provide for extra materials or outings for the programme (families with a qualified nanny only). Nannies Plus has a minimum enrolment that applies for each child, of at least one more hour than claimed through 20 hours ECE.
5. Where families receive a WINZ childcare subsidy this is passed to the family for the nanny wages, this amount would exclude gst.

Nannies Plus organisational structure  
Summary of staff responsibilities  
Internal records audit template  
Risk management plan 2015  
Management Plan 2017  
Strategic Plan 2017

#### **Held elsewhere**

Handbook for nannies and families  
Record of reviews of information & policies

- Comparison with previous QMS
- As changes are made, handbooks are changed, with these being kept (in storeroom) with changes showing

#### **Current resources**

Library and DVD lists (shared with New Zealand Management Academies). (Wellington only)  
Library catalogue on computer and in folder in library

Administrative and physical resources – the Fixed Assets Schedule is kept in the Annual Financial Statement and up-dated annually

Education kits and equipment (see Section 7) (Wellington only)  
Resource kits catalogue is kept in store-room and on computer

## Section 4 Personnel

### **Policies and Procedures**

#### **All human resource policies are available on goggle drive**

The remaining policies & procedures relate to nannies (student and qualified) working with Nannies Plus.

Selection & appointment  
Induction  
Appraisal  
Practising Certificates  
Professional Development  
Health and Safety

### **Related Documents**

- Staff curriculum vitae summary
- Performance appraisal forms
  - o Self and employer appraisal form – Visiting Teachers
  - o Peer appraisal form – Visiting Teachers
  - o Self and employer appraisal form – Nannies
  - o Appraisal form (by visiting Teacher) - Nannies
- Record of staff development
- Staff handbook
- Visiting Teacher job description
- Practising certificate
- Application for professional development
- First Aid certificat
- Safety Check form

## Section 4 Personnel

### Policies & Procedures

This section includes all Human Resources policies for staff. See the list of policies below.

#### **POLICIES AND PROCEDURES:**

- 4.1** Recruiting, selecting and appointing staff
- 4.2** Staff professional development
- 4.3** Tikanga, Treaty and cultural protocol workshops
- 4.4** Performance appraisals
- 4.5** Remuneration review
- 4.6** Applying for leave
- 4.7** Workplace safety and ACC
- 4.8** Privacy of information
- 4.9** Disclosing matters of serious misconduct
- 4.10** Equal employment opportunities
- 4.11** Protection of intellectual property and copyright compliance
- 4.12** Complaints and grievances
- 4.13** Non-performance and/or misconduct of staff
- 4.14** Exit interviews
- 4.15** Staff induction
- 4.16** Managing workplace stress
- 4.17** Subcontracting External Providers of Goods and Services
- 4.18** Sick Leave
- 4.19** Drug and Alcohol
- 4.20** Study Leave
- 4.21** Flexible Working Policy

The remaining policies & procedures relate to nannies working with Nannies Plus.

Selection & appointment  
Induction  
Appraisal  
Practising Certificates  
Professional Development  
Health & Safety

## **Selection and Appointment**

All nannies selected to be part of Nannies Plus are competent and suitable for the position.

**Nannies** are selected by Nannies Plus on the following:

### **Procedures:**

1. Criteria for acceptance as qualified nanny are:
  - minimum of 17 years of age
  - minimum of 500 hours experience with young children in a home-based situation
  - a desire and motivation to work in a home-based setting
  - two recent (within the previous 18 months) references of honesty, reliability and trustworthiness
  - safety check, including acceptable police vet. Where the police vet shows any issues which would be of concern to the children's well-being (for example suspected or a conviction for abuse or violence or crimes against children) the nanny will not be accepted. Where the police vet shows any convictions these will be discussed with the nanny and their suitability for placement with a practicum family.
  - first aid certificate, or booked in for a course, with a First Aid Condition form completed

## **Induction Process**

### **Induction of Nannies**

Qualified nannies are introduced to their role by the employing family and Nannies Plus Visiting Teacher. The induction process is intense over the first 1 week, and then continues in a supportive role for as long as necessary (until the person is confident in their role, and understands what is expected of them).

### **Appraisal**

Nannies, although not employed by Nannies Plus, need clear guidance in their performance, so that it may be continually enhanced.

There is a clear process for accurate feedback on employee performance.

### **Procedures:**

1. Appraisal of the nanny takes place on a regular basis; initially after 3 months, then annually, in conjunction with the employing family.
2. Forms and a process for use are available from Nannies Plus
3. The Visiting Teacher will write a report for the appraisal when asked

## **Professional Development**

Nannies Plus encourages and assists all nannies to identify an on-going professional development plan, which will ensure their practice maintains relevance and meets appropriate standards.

### **Procedures:**

1. In planning the year's finances an adequate amount is budgeted to cover funding for annual training provision.
2. Professional Development opportunities will be sent out to nannies and/or families by the visiting teacher as they arise.
3. In house professional development opportunities will be run by visiting teachers and the company professional development manager.

## Health and Safety

Nannies Plus takes all practicable steps to ensure the wellbeing of everyone within the family homes.

### Procedures:

#### Family homes:

See Section 6 – Health & Safety

## Related Documents

- Staff curriculum vitae summary
- Performance appraisal forms
  - o Self and employer appraisal form – Visiting Teachers *(NB these re only available on-line. CSB System. Completed ones available in staff file)*
  - o Peer appraisal form – Visiting Teachers
  - o Self and employer appraisal form – Nannies
  - o Appraisal form (by visiting Teacher) - Nannies
- Record of staff development
- Staff handbook *Under revision (by Head Office)*
- Visiting Teacher job descriptions – in individual staff files
- Practising certificates (nanny)
- First Aid Condition form
- Safety Check for nannies
- Educator Details form, including safety check

## Section 5 Learning Programme

### **Policies and Procedures**

- Educational programme
- Programme Development
- Learning resources
- Regular visits
- Partnership with Parents/Caregivers
- Working with other agencies/services
- Managing Behaviour
- Records

### **Related Documents**

- Nannies Plus programme
- Learning story template
- Enrolment forms
- Visiting report template
- Letter to parents (pasted into books)
- Educa permission form

## Section 5 Learning Programme

### Policies and procedures

#### Educational Programme

The Early Childhood Curriculum is founded on the following aspirations for children:

“to grow up as competent and confident learners and communicators, healthy in mind, body and spirit, secure in their sense of belonging and in the knowledge that they make a valued contribution to society.” (Te Whāriki 1996)

Children enrolled with Nannies Plus are planned for individually, based on the Early Childhood Curriculum, taking into account their home culture and environment, and the surrounding community.

#### Procedures:

##### 1. Planning

- Educators and visiting teachers use Te Whāriki (Early Childhood Curriculum 1996) as a basis for all planning, implementation and evaluation.
- Nannies Plus provides educators with information and understanding of current theory and principles of learning and development of young children. This includes the different abilities, dispositions and characteristics of infants, toddlers and young children.
- Educators are supported and guided in their teaching practice by Nannies Plus through regular observation and they are encouraged to reflect on how their practice meets the educational theory they have learnt. This process is complemented by the families' input into guiding the educators in the culture and values upheld in their home.
- Educators and visiting teachers plan for each child's learning and development using the Notice-Recognise-Respond model, identifying learning goals that foster their physical, emotional, spiritual, social, cultural, and cognitive growth and development.
- Planning is done through the analysing of information and knowledge gained by observing each child's strength and interests, and progress in different areas of development. This information is shared and discussed with parents/whānau to actively promote their contribution to their child's education. All families are encouraged to contribute to their children's learning stories.
- Documentation is either in the Communication Book or Learning Journey Book provided by Nannies Plus, or in separate individual books. Documentation may be in writing, photographs or the child's work, and be made by the educator, family, visiting teacher and/or the child.
- Nannies Plus monitors, provides support and assists where necessary in this process to ensure appropriate and positive planning and evaluation cycles occur for all children enrolled in its programme.

#### Programme Development

The programme is developed to remain relevant to the needs of children and their families in either the greater Wellington area or Auckland. It is developed in accordance with the mission statement of Nannies Plus, and the requirements of the Ministry of Education, ERO, and the sector.

#### Procedures:

1. Consultation on the development of the programme may include:
  - visiting teachers
  - nannies
  - families of enrolled children
  - Management
  - other relevant stakeholders

#### Learning Resources

See Section 7 Premises and Equipment

## Partnership with Parents/Caregivers

Nannies Plus views the parents' role as the most influential factor in a child's growth and development. Therefore, we work together with the parents in devising a programme for their child.

### Procedures:

#### 1. Partnership

- A visiting teacher from Nannies Plus visits the family prior to a child's enrolment to gain an indication of the family's goals for their child. (see form under Section 7)
- A nanny is matched with the family, based on similar beliefs and values.
- Nannies have a weekly meeting with the parent where the child's development can be discussed, as well as the nanny's plans for the child. At this point the two parties discuss the plans with open input from both.

#### 2. Transition into the service

- Nannies Plus endeavours to make the best possible match between families and educators to provide for consistency for the child.
- All parties meet and spend some time together, before an arrangement is made.
- The family spends time with the educator, to settle the child.
- The nanny, family and Nannies Plus make an agreement outlining the responsibilities of each partner.

#### 3. Regular communication

- A daily diary is maintained by the educator and family, and used for informal written communication.
- Nannies Plus encourages a weekly meeting to be held between the educator and family to discuss how things are going for all parties, and the child's learning programme.
- The visiting teacher contacts the educator fortnightly (minimum), and visits the home monthly.
- The visiting teacher makes contact (phone or email) with the family on a regular basis (monthly contact is aimed for) to ensure all is running smoothly. A face-to-face visit is made where necessary or appropriate.
- Parents are encouraged to participate in activities with the children and educator

#### 4. Complaints

- If a family has a complaint:
  - If it is with the nanny, they should, in the first instance, make the nanny aware of this and give the nanny a chance to right the matter. If no improvement is made, then the family contacts the Visiting Teacher who will organise mediation and put an action plan in place.
  - If it is with Nannies Plus, the family should contact the Visiting Teacher, who will try and resolve the matter and if necessary arrange mediation and put an action plan in place.
  - Should the matter not be resolved contact can be made to the Group Operations Manager, Auckland Head Office, 2 Sandy Lane, Avondale, Auckland, Ph 0223194087.

Families may also contact the local Ministry of Education office should they wish to complain about non-compliance of the regulations or criteria. Contact details:

Wellington

Ministry of Education. Lower Hutt Office. 19 Market Grove. PO Box 30177. Lower Hutt. Ph (04) 463 8699.

Auckland

Ministry of Education. Auckland Office. 12-18 Normanby Road, Mt Eden. Private Bag 92644, Symonds Street, Auckland. Ph (09) 632 9400

## Working with other agencies/services

To ensure positive outcomes for children, at times information and/or guidance may be needed from agencies/services to enable educators to work effectively with the children and their family.

### Procedures:

1. Where educators and/or visiting teachers recognise that a child requires a specialist service they discuss this with the parents.
2. Notes are made, including observations of the factors leading to this recognition.
3. Nannies Plus sources possible specialist services.
4. After discussion with the family Nannies Plus makes contact with the relevant specialist service for advice and/or guidance.
5. Nannies Plus works with the specialist service and the family to ensure the child involved is able to fully access the curriculum and that their learning outcomes are improved.
6. Records are kept of the information given, and any actions that were put into place.

## Managing Behaviour

The children in the care of Nannies Plus are provided with a secure, safe and caring learning environment that respects the needs and rights of the child; encourages positive learning for the child about appropriate behaviour; and appreciates the unique setting of the child's own home.

### Procedures:

#### 1. Positive guidance

Each child is given positive guidance using praise and encouragement.

Each child is positively reinforced for appropriate behaviour.

All nannies endeavour to model appropriate behaviour.

Nannies emphasise what a child is to do, rather than what not to do, in explanations and instructions.

Nannies are clear with the children in regard to limits and boundaries of acceptable behaviour.

Nannies talk with children, encouraging them to respond and think about relationships and the consequences of their behaviour in varying situations.

The nanny may not "physically ill-treat or abuse the child or subject the child to solitary confinement, immobilisation or deprivation of food, drink, warmth, shelter or protection" (ECE Regulations).

#### 2. Partnership with parents (see section above)

- The nanny and family are encouraged to have a meeting once a week during which time any inappropriate behaviour of the child is discussed and a plan put into action, which both parties will endeavour to follow to ensure consistency for the child.

## Records

Nannies Plus ensures records are kept in line with legislation and best educational practice.

### Procedures:

#### 1. Beginning of placement beginning

The following details are collected:

- The child's name, date of birth (with a copy of the birth certificate or passport held on file), ethnicity and home address
- The days on and times between which the nanny is on duty
- The days on and times between which the child is registered as receiving home-based care
- The days and times of any 20 hours ECE which may be claimed
- The name and home address of the child's parents
- Emergency contact details for the parents
- Names of any persons who do not have legal access to the child
- Contact details of a person with whom the child may be left in an emergency
- The name of the medical practitioner from whom the nanny is to seek advice, should the parent not be able to be contacted
- Details of any chronic illness, condition or disability which the child has
- Any medication or treatment required by the child on an on-going basis

#### 2. During placement

The following records are made as the occasion arises:

- Details of medicine (both prescription and non-prescription) given to the child, the amount given, and the date and time given (see also Section 6: Health and Safety – First Aid and Medicine)
- Particulars of accidents and illness occurring to the child, and the actions taken

#### 3. Attendance

- Attendance sheets (showing times & dates of attendance) are filled in daily, verified by a parent weekly, and passed on to Nannies Plus monthly.

#### 4. About the child's learning

- Each child's learning journey is documented in either the Communication Book or in Learning Journey books. The nanny, parent, visiting teacher, and the child (where possible) add to these. This recording may take the form of learning stories including plans for future responses, written observations, photos of the child's activities, samples of the child's paintings, drawings.

## Regular visits to family homes

The holistic wellbeing of each enrolled child is the focus of Nannies Plus' service. The monthly visits by a registered ECE teacher are a key part of this provision to ensure children are provided with an environment where their learning is nurtured and encouraged.

The visits are to:

- assess the provision of education and care
- check the home is a safe environment and continues to meet licensing standards
- engage in professional development support for the nanny
- build and maintain the relationship with the child, family and nanny

### Procedures:

#### 1. Scheduling

- The visiting teacher plans for a monthly visit to see each nanny working with each child.
- The visiting teacher reminds the nanny on the morning of the visit that they are coming
- If the visit doesn't happen (sickness, child or nanny unexpectedly not there) the visit is rescheduled within the next few days or the following week
- Over Christmas/New Year, if Nannies Plus closes for 3 weeks or more, then a visit will occur in either December or January
- Occasionally a visit may not take place (child or nanny on holiday, ongoing sickness in family) however if the child is persistently absent, a discussion will be had with the parents regarding the child's enrolment,

#### 2. Location

- The visits are scheduled to the child's home or the home where care is taking place
- Occasionally a visit may be to another location so long as
  - a. The visiting teacher and nanny have agreed there is a sound pedagogical reason for this, for example to the local park if that offers more opportunity to observe the child's gross motor skills, or playgroup to observe the child's social skills
  - b. There are only 1 or 2 of these per year, and not in succession
  - c. The off-site setting is appropriate for children
  - d. The nanny can be involved with the care and education of all the children they are responsible for, and engage with the visiting teacher for professional development support

#### 3. Records

- A visit sheet is completed including
  - a. Detailed notes of the observation of the child
  - b. Any regulatory issues noted
  - c. If the visit has occurred outside of the home, the rationale for this
- Where a visit has not occurred, an explanation will be recorded, plus notes of other attempts to see the child
- The spread sheet of scheduled visits is maintained

## Section 5 Learning Programme

### Related documents

#### Related Documents

- Nannies Plus programme
- Learning story template
- Enrolment forms
- Visiting report template
- Letter to parents (*pasted into books*)
- Educa permission form

# Section 6 Health and Safety

## **Policies and Procedures**

- Safety and Hazard identification
- Fire and earthquake
- First Aid and Medicine
- Sun Safety
- Accidents / Serious Illnesses
- Smoking, alcohol and substance abuse
- Child health
- Adult health
- Excursions from the home
- Food preparation and consumption
- Sleep
- Laundry
- Changing napkins
- Cleaning
- Supervision of children
- Animals
- Occupational safety and health
- Child protection and access
- Prevention of child abuse

## **Related Documents**

- Enrolment form
- Daily Safety checklist
- Hazard checklist
- Accident register
- Medicine record template
- Evacuation plan template
- Laundry procedure template
- Nappy change procedure template
- Safety check for nannies
- Educator details form

## Section 6 Health and Safety

### Policies and procedures

#### Safety and Hazard Identification

Nannies Plus takes all practicable steps to ensure the wellbeing of children and educators in the home-based care situation. Safe practices are established within the family homes. The nanny's first duty in times of emergency is to ensure the safety of children.

##### Procedures:

The home and outdoor playing area is initially checked by Nannies Plus to ensure it meets the safety standards required by legislation. (See 'Regulations for Premises').

Any requirements not met are attended to.

A daily safety check is made (and attested to in Comm. Book)

The home and outdoor playing area is scanned throughout each day for hazards which are dealt with promptly.

The home and outdoor playing area is checked for hazards (including poisonous plants) every month by the educator, following a safety checklist. Any hazards identified are eliminated, reduced or made manageable. (See Hazard Checklist).

A full premises check is carried out at least every year.

A register of all accidents is kept (see Accident Register).

Consideration is made for emergency situations for those particular premises, eg flood, tsunami (see Evacuation Plan).

#### Fire and Earthquake

##### Procedures:

1. Each home has adequate safeguards against fire and earthquake, and procedures to follow in the case of either emergency.
2. Emergency evacuation plans are drawn up, and a drill carried out with the children. These are scheduled every three months and are evaluated for effectiveness.
3. Smoke alarms are installed.
4. The home has adequate safeguards against earthquake damage, for example large items of furniture fixed to the wall.
5. Supplies are kept for civil defence purposes, including bottled water and comfort food for children.
6. The family and educator identify an evacuation plan including where the educator will take the children if an evacuation is needed. The location of the nearest Civil Defence Post is identified.

#### First Aid and Medicine

##### Procedures:

1. First aid supplies are available in the home (visiting teachers to check every 6 months).
2. Educators are required to hold a current first aid certificate (or be booked in to attend a course).
3. Written authority by the parents is given for any medication. All medicine given to children is recorded on every occasion. (Medicine page in front of Communication Book).
4. Nannies are taught by the parent how to administer any medication they will have to administer to a child.
5. All medicines in the house are stored out of reach of children.

## Sun Safety

### Procedures:

1. During daylight saving months (September – April) when playing outside children
  - have sun block applied
  - wear sunhats and sleeved clothing
  - are encouraged to stay out of the sun between 10am and 4pm
2. Adults provide good role modelling of sun smart behaviour

## Accidents / serious illnesses

### Procedures:

1. In the event of an accident or serious illness to a child, the nanny will:
  - attend to the child quickly, (protecting themselves against body fluids)
  - seek help, if appropriate, from a doctor or ambulance
  - call an emergency contact to assist with other children if necessary
  - notify the family
  - record the event in the accident register (front of Communication Book)
  - notify Nannies Plus (within a week).
2. In the event of an accident to the nanny, while on duty, the nanny will:
  - seek immediate help where necessary from a doctor or ambulance
  - call an emergency contact to assist with the children if necessary
  - notify the family
  - notify Nannies Plus (within a week)
  - seek treatment (if not done immediately)
  - record the event in the accident register.

## Smoking, Alcohol and Substance Use

### Procedures:

1. Nannies will not smoke during their contract hours.
2. While children are receiving home-based care in any premises, no person may smoke in any area used by the children, in any area where food is prepared, or in any outdoor area where children are playing.
3. Nannies will not take drugs or consume alcohol, or be under the influence of them, during contract hours.

## Child Health

### Procedures:

1. Should a child become ill during the day the nanny will make them comfortable, alert the parent and keep the child under observation.
2. Should the nanny be concerned that the illness is progressing quickly or is serious they will take the child to the doctor, having notified the parent that this is the action they are taking.
3. Should the child have breathing difficulties they will call an ambulance.
4. Where necessary the child will be isolated from any other children in the home.
5. If a child becomes unwell before the nanny's hours begin, the parent must alert the nanny of this situation, and leave instructions about care. If it is a contagious disease the parent must contact the nanny prior to her arrival at the house, alert her of the disease and check on the nanny's immunity status.
6. Children will be kept away from any people suffering from an infectious or contagious disease.
7. The nanny will record the onset of illness or accidents in the accident/serious illness register (front of Communication Book)

## Adult Health

### Procedures:

1. Nannies are provided with sick-leave, and encouraged to maintain personal good health.
2. A nanny may not care for children when they are suffering from an infectious or contagious disease, unless the children also have the disease.
3. A nanny may not care for children if their physical or mental state presents a risk to the children.

## Excursions from the Home

### Procedures:

1. Nannies are encouraged to take children into the community regularly.
2. All trips away from the house must first be approved by the family.
3. For regular outings one risk management plan is completed at the beginning of the placement and approval from family given.
4. For each one-off excursion an individual risk management plan is completed and parental approval given.
5. A nanny must have a full drivers licence (or an exemption) to transport a child in a vehicle
6. When travelling in a vehicle each child must be seated in an approved child restraint (as required by Traffic Regulations 1976 Regulation 30 & 30A)
7. Any vehicle is registered and warranted
8. A note is left in the communication book about where the nanny and children will be, method of travelling, and expected time of arrival home
9. If the family require it, the nanny will have a working cell phone with her, whenever she is out of the home
10. Nannies Plus organises a trip for all children enrolled in the service each school term. The selection is reviewed each year at the annual NP planning meeting. Venues for Wellington include an outdoor park, Botanic Gardens, Story Place at Te Papa, Fire Station, Zoo, Aotea Lagoon, Theatre Company (in house). Nannies / families are responsible to transport the children safely to and from these events. A list of all people attending (made either prior to the trip or on arrival) is made and a first aid kit is taken.

## Food Preparation and Consumption

### Procedures:

1. Most food and drink for the children is provided by the family (the exception being if the nanny and child are out, and purchase a snack).
2. Daily food and liquid consumption by children is kept in the communication folder (unless the family waiver this – on the basis that they are present and/or have provided it).
3. Food is served at appropriate times and is of variety, quantity and quality to give optimum nutrition for the child.
4. The children sit down while eating, appropriate to the age of the child.
5. The nanny stays with the children while they are eating, and provides a good role model for healthy eating.
6. Babies under 6 months are held while being fed from a bottle.
7. Infant formula used must be chosen by the parent.
8. Children must not have access to food or drink while in bed.
9. Food is prepared, served and stored hygienically.
10. Drinking water is available to children at all times.

## Sleep

### Procedures:

1. Children's sleeping patterns are taken into account when planning a day's programme.
2. Clean, individual bedding is provided, sufficient to keep the child warm.
3. The bed or cot must be long enough for the child to lie flat on, and ensure their safety.
4. Children do not have access to food or liquids while in bed.
5. Sleeping children are checked every 15 minutes (at least) for breathing, warmth and general well-being.
6. The sleep times of the child are recorded on the daily diary page.

## Laundry

### Procedures:

1. A procedure for laundry is written at the beginning of a placement, and followed by the nanny and family.
2. The procedure takes into account hygiene practices and the family's preferences.

## Changing Napkins

### Procedures:

1. Safe and sanitary arrangements are available for changing nappies (when required).
2. A child must not be left unattended on a changing table.
3. A procedure for the hygienic and safe changing of nappies is written at the beginning of each placement, and followed by the nanny. The procedure to include:
  - safety
  - hygiene practices
  - disposal / storage of disposable nappies
  - washing / soaking of cloth nappies
  - means of cleaning child's bottom
  - use of barrier creams

## Cleaning

### Procedures:

1. All areas used by children are kept clean and tidy
2. Food preparation areas are cleaned daily
3. The cleaning of paint brushes and other messy play equipment is carried out somewhere other than the kitchen sink.

## Supervision of Children

### Procedures:

1. Children must be supervised at all times

## Animals

### Procedures:

1. All animals in the home must be kept clean and healthy
2. All animals must be able to be restrained
3. Animals are handled by children and adults in a safe & hygienic way, and hands are washed afterwards

## Occupational Safety and Health

### Procedures:

1. This includes all the above points in this section
2. A register of all accidents is kept and any instances of serious harm to employees are notified to OSH.
3. In the event of sexual harassment the complainant can approach the Manager or Visiting Teacher for the support and documentation of the case. A mediation meeting is arranged between all parties to discuss the issue. If further action needs to be taken a personal grievance complaint is laid through the Manager, an Industrial Advocate, or the Human Rights Commissioner.

## Child Protection & Access

Including prevention of child abuse and procedure for responding to suspected abuse

Reference

ECE Regulations Criterion HS28

Vulnerable Children's Act 2014

Education Act 1989

### Preamble

Nannies Plus is committed to the prevention of child abuse and to the protection of children in our service. This policy includes our protocols when child abuse is reported to us or suspected by us. It also includes advice on measures to be taken to prevent child abuse. All staff members and nannies are expected to be familiar with this policy and to abide by it.

### 1. Definition of abuse

Child abuse is "the harming (whether physically, emotionally or sexually), ill-treatment, neglect or deprivation of any child. Neglect is the persistent failure to meet a child's basic physical or psychological needs, leading to adverse or impaired physical or emotional functioning or development" (Children's Action Plan Feb 2015). Further definitions of types of abuse and family violence are available in the Children's Action Plan (<http://childrensactionplan.govt.nz/>); and on the Child Youth & Family Website <http://www.cyf.govt.nz/working-with-others/working-together-to-keep-children-and-young-people-safe.html>.

### 2. Prevention of child abuse

- Educators are encouraged to become aware of stressors in their lives and how to deal with them.
- Educators are encouraged to listen to children.
- Educators are taught positive ways of guiding and communicating with children.
- There are clearly established roles and expectations of adult behaviour with children (see code of behaviour).
- Educators are aware of the ethical considerations of being an in-home educator and encouraged to consider these alongside the policies of Nannies Plus, including this policy and that of child behaviour management.
- Educators are supported in their work with young children, by the family, and Nannies Plus. Any concerns are discussed and action plans put into place.
- All educators and visiting teachers are safety checked before they begin work with Nannies Plus. The safety check includes job history, health background, reference checks, and a police vet. Any person who has a history of crimes against children, or any of the specified offences listed in the Vulnerable Children's Act (Schedule 2) is not selected to work with Nannies Plus.

### 3. Code of Behaviour

Our nannies agree to a code of behaviour based on respect for whānau, families, children, other nannies and personnel from Nannies Plus.

#### Our nannies:

- develop responsive, reciprocal, respectful relationships with families and children
- take all reasonable steps to provide and maintain an environment that is physically, socially, culturally, emotionally and spiritually safe
- maintain and respect confidentiality and privacy in relation to whānau, families, children, other nannies and personnel from Nannies Plus
- demonstrate a respect for inclusive practice and family diversity
- demonstrate integrity, trustworthiness and reliability in all settings
- engage in meaningful, positive interactions to enhance children's learning and nurture reciprocal relationships
- respect and support the right of each child to be confident in their own culture and encourage children to understand and respect other cultures
- take positive steps to respect and acknowledge the aspirations held by parents and whānau for their children
- provide regular opportunities for parents to communicate about their child and share specific evidence of the child's learning and to be involved in decision-making concerning their child's learning
- are inclusive, and responsive to children as confident and competent learners. Children's preferences are respected, and they are involved in decisions about their learning experiences
- support children's developing social competence and understanding of appropriate behavior

- hold a current First Aid Certificate
- take all practicable steps to protect children from exposure to inappropriate materials (e.g. explicitly sexual or violent)
- take all practicable steps to ensure children do not come into contact with any person who is under the influence of, alcohol or other substances that have a detrimental effect on their functioning or behavior

#### **Our nannies may not**

- physically ill-treat or abuse a child
- subject a child to solitary confinement, immobilisation, deprivation of food, drink, warmth, shelter or protection
- work if s/he is in a state of physical or mental health that presents any risk of danger to children
- work if s/he has an infectious or contagious disease or condition
- use, or be under the influence of, alcohol or other substances that have a detrimental effect on their functioning or behaviour while responsible for children
- smoke in any area which is available for use by the children or for food preparation
- post photos of children on any social media sites without express permission of the family

#### **The programme they provide**

- is consistent with Te Whāriki
- acknowledges and reflects the unique place of Māori as tangata whenua. Children are given the opportunity to develop knowledge and an understanding of the cultural heritages of both parties to Te Tiriti o Waitangi
- is planned, based on ongoing assessment of children's learning that demonstrates an understanding of children's learning, their interests, whānau, and life contexts
- includes a language-rich environment that supports children's learning
- includes a range of experiences and opportunities to enhance and extend their learning and development – both indoors and outdoors, individually and in groups
- is based on the educator's understanding of children's learning and development, and knowledge of relevant theories and practice in ECE

#### **4. Information Communication Technology (ICT) guidelines**

Consideration is given to the appropriateness of the use of ICT within our early childhood service.

##### Use of ICT with children

Nannies follow the parents' guidance about the use of screens (computer, TV, phone, iPad) for their children in regards to purpose, programmes allowed and time allowed. Nannies Plus encourages minimal screen time for children. Any child using the internet will be actively supervised by the nanny.

##### Internet posting / Social media posting

Nannies Plus does not make postings of enrolled children on social media, and encourages nannies not to do so. Nannies are made aware that permission must be gained before any such posting. Nannies Plus gains express permission from parents, before posting photos of children on the website, or in marketing material.

#### **5. Responding to suspected child abuse**

- Educators are issued with the booklet *How Can I Tell* (CPS. ISBN978-0-473-12405-2) and undergo training in indicators of child abuse and neglect, and appropriate responses to such.
- Where an educator suspects abuse has occurred to a child in their care, they will write down their concerns, date, time and place of observation, signs the child is showing, anything the child discloses (exactly what the child says), and their impressions of these. All records are kept confidential.
  - The educator will not question the child further without seeking advice from the visiting teacher.
  - The educator will consult with their visiting teacher.
  - The educator and visiting teacher will consult, where appropriate, with another professional who knows the family and child, for example Plunket nurse, kindergarten teacher.
  - The educator and visiting teacher will decide together if the suspicions are significant. If so, they will discuss this with the Manager as soon as possible, and a report will be made to Child, Youth & Family Services. If not, the educator will continue to monitor the situation closely, and remain in contact with the visiting teacher about the matter.
  - If the educator and visiting teacher suspect the abuse has occurred outside the family they will inform the family of their suspicions and their plans to notify CYFS.

- If the educator and visiting teacher suspect the abuse has occurred from within the family they will notify CYFS and follow their guidance about informing the family of the notification.
- Where the family and/or the Visiting Teacher suspect the abuse is by the educator they will notify CYFS, ensure the educator has no further access to the child, or any other child they may be working with through Nannies Plus, while the case is being investigated, and direct the educator to appropriate legal/professional advice and support.

### **Worker safety checking**

The children's worker safety checking helps identify the small number of people who pose a risk to children. This involves gathering a range of key information about a person and evaluating this information to determine whether they pose any risk in being employed working with children, before they begin working with a child. It is a risk assessment that considers the specific child safety related risk and involves:

- identity verification
- police vetting
- reference check
- interview including health information

The safety check is updated every three years.

Nannies Plus has two categories of children's workers:

- Core workers - nannies/educators, student and qualified (working in sole charge)
- Non-core workers - Nannies Plus visiting teachers and administration staff (have regular but limited child contact, and not in sole-charge)

**Workforce restriction.** People with certain serious convictions will not be employed as a core children's worker. These convictions are specified in Schedule 2 of the Act. See the act for information on core worker exemption.

### **Further sources of information**

Child Youth and family: Keeping Kids Safe

<http://www.cyf.govt.nz/keeping-kids-safe/index.html>

Working together to keep children and young people safe. An interagency Guide. Child Youth and Family

<http://www.cyf.govt.nz/documents/about-us/publications/27713-working-together-3-0-45ppi.pdf>

Children's Action Plan

<http://www.childrensactionplan.govt.nz/>

Vulnerable Children's Act 2014

<http://www.legislation.govt.nz/act/public/2014/0040/latest/whole.html>

Guidelines from Child Youth and Family on making a report

<http://www.cyf.govt.nz/keeping-kids-safe/if-you-are-worried/index.html>

Ministry of Education guidelines on Police Vetting

<http://www.education.govt.nz/early-childhood/running-an-ece-service/employing-ece-staff/police-vetting/>

## **Section 6 Health and Safety**

### **Related documents**

## **Related Documents**

Enrolment form  
Daily Safety checklist  
Hazard checklist (monthly)  
Accident register  
Medicine record template  
Evacuation plan template  
Laundry procedure template  
Nappy change procedure template  
Safety check for nannies  
Educator details form

# Section 7 Premises and Equipment

## **Policies and Procedures**

- Premises

- Equipment

### **Related Documents**

- Premises check based on Regulations for premises and care
- Initial visit to family form
- Home checklist - daily
- Home checklist - monthly
- Equipment kit list

## **Section 7 Premises and Equipment**

### **Policies & Procedures**

#### **Premises**

Care and education provided for children by Nannies Plus is in their own home and surrounding community. Nannies Plus acknowledges the cultural and ethnic backgrounds of the families involved and their beliefs of what constitutes their home environment. Nannies Plus provides appropriate learning experiences for children within this environment.

### **Procedures**

- Each home is checked prior to a placement to ensure it meets with regulations outlined in Nannies Plus Regulations for Premises, and the Education (Early Childhood Services) Regulations 2008.
- Where needed Nannies Plus offers assistance in bringing the family home to the required standard.

### **Equipment**

Nannies work within the context of the child's family home local community. Nannies Plus supplements this with educational kits as appropriate (currently Wellington only). Children are provided learning experiences through appropriate use of household equipment and play equipment.

#### **Procedures:**

- Each home has a variety of equipment and materials appropriate for the learning and abilities of the children.
- Nannies are encouraged to join in with a local community playgroup where appropriate
- A weekly playgroup / music group is run from the office premises for all enrolled children (currently Wellington only).
- Specific equipment kits are available from Nannies Plus to be used in the home, and issued by the visiting teacher as appropriate.
- Nannies are encouraged to use the wider community as a learning ground for children

## **Section 7 Premises and Equipment**

### **Related documents**

#### **Related Documents**

- Premises check based on Regulations for premises and care
- Initial visit to family form

- Home checklist - daily
- Home checklist - monthly
- Equipment kit list

## Held elsewhere

### Education kits and equipment

Resource kits catalogue is kept in store-room and on computer.