

TE AUTE TRUST BOARD

WHARENOHO MANAGEMENT
MANUAL

April 2024

CONTENTS

1.	INTRODUCTION	3
2.	PURPOSE	3
3.	DEFINITIONS	3
4.	GENERAL LICENCING PROVISIONS	6
5.	WHARENOHO PREMISES AND FACILITIES	9
6.	MANAGEMENT OF HOSTELS	14
7.	COMPLAINTS	22
8.	GENERAL PROVISIONS	25
9.	POLICY: RELATIONSHIPS AND ILL-TREATMENT POLICY	27
10.	POLICY: LEAVE	30
11.	POLICY: MISSING PERSONS	34
12.	POLICY: RECORDS	36
13.	POLICY: STAFFING AND SUPERVISION	38
14.	POLICY: CHILD PROTECTION POLICY	41
15.	POLICY: PRIVACY	50

1. INTRODUCTION

1.1 The purpose of this policy manual is to document the procedures by which the Te Aute Trust Board ensures compliance with the Education (Hostel) Regulations 2005 and can evidence its compliance with these regulations.

1.2 This manual covers the management and operation of:

- Te Aute College Wharenoho
- Hukarere Girls' College Wharenoho

1.3 **In this paper, policy is documented in bold/blue print.**

1.4 **Where required, separate detailed policies are documented on pages 31 – 54.**

2. PURPOSE

2.1 The purpose of this manual and the regulations is, in accordance with section 144B of the Act, to help ensure the safety of students who board at the wharenoho.

3. DEFINITIONS

3.1 The following definitions are used in this manual and have the following meaning

The Trust	Means Te Aute Trust Board
Trustees	Means the Trustees of the Te Aute Trust
Regulation or Regulations	Means Education (Hostel) Regulations 2005
Hukarere	Means Hukarere Girls' College Wharenoho Situated at 2 Araktaki Road, Havelock North
Te Aute	Means Te Aute College Wharenoho Situated at SH2, Pukehou, Central Hawkes Bay
Wharenoho	Means hostel
Act means the Education Act 1989	Means the Education Act 1989
Adult	Means a person who is at least 18 years old
Authority	Means the licensing authority, who is the chief executive of the department of State that, with the authority of the Prime Minister, is for the time being responsible

	for the administration of Parts 1 to 3 and 11 of the Act.
Boarder	in relation to a hostel, means a student accommodated in the hostel
Chief Review Officer	has the meaning given to it by section 2(1) of the Act (that is, the chief executive of the Education Review Office)
crime involving dishonesty	has the meaning given to it by section 2(1) of the Crimes Act 1961
harm	<ul style="list-style-type: none"> a) means illness, injury, or both; and b) includes physical or mental harm caused by stress related to the environment at a hostel
hazard	<ul style="list-style-type: none"> a) means an activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation, or substance (whether arising or caused within or outside a hostel) that is an actual or potential cause or source of harm; and b) includes a situation where a person's behaviour (for example, behaviour resulting from physical or mental fatigue, drugs, alcohol, traumatic shock, or another temporary condition that affects a person's behaviour) may be an actual or potential cause or source of harm to the person or another person or both
hostel/wharenoho	subject to regulation 5, has the meaning given to it by section 2(1) of the Act (that is, a boarding establishment used mainly or solely for the accommodation of students enrolled at a registered school (as that term is defined in section 2(1) of the Act))
licence	means a licence granted or renewed under regulation 15
licensed hostel	means a hostel for which there has been granted or renewed a licence that has not expired or been suspended or cancelled
licensee	<ul style="list-style-type: none"> a) means the holder of a licence; and

- b) in relation to a licence that has been suspended or cancelled, means the holder of the licence before it was suspended or cancelled; and
- c) in relation to a licensed hostel, means the holder of a licence for that hostel

owner	in relation to a hostel, means the person who is lawfully entitled to occupy, and is operating a hostel at, the hostel's premises
Parent/whānau	has the meaning given to it by section 2(1) of the Act (that is, in relation to any person, a person who is the person's mother, father, or guardian)
premises	in relation to a hostel, means the hostel's land and buildings
responsible person	in relation to a hostel, means a person directly involved in, and primarily responsible for, the boarders' day-to-day care, comfort, health, and safety

4. GENERAL LICENCING PROVISIONS

4.1 Floor plan and site plan required.

4.1.1 In order to maintenance its licence the Trust will maintain:

- (a) a floor plan (drawn to scale) of each of the hostel's buildings that clearly indicates the uses to which different parts of each of the wharenoho buildings are put; and
- (b) a site plan (drawn to scale) of the hostel's premises that clearly indicates the uses to which different parts of the wharenoho whenua and buildings are put.

4.1.2 On a six-monthly basis the Trust will review ensure that the site plan is up to date and correctly identifies the uses to which the different parts of the buildings and whenua are being utilised.

4.2 Display of licence, names of responsible people, etc

4.2.1 The Trust will ensure that the licence is so displayed at the hostel as to be able to be inspected easily by visitors.

4.2.2 The Trust will display next to the licence the full name of each responsible person.

4.2.3 The Trust will also display a notice that explains the for the handling of complaints, made by a boarder, boarder's parent, or Board, about non-compliance —

- (a) with these regulations, or some or all the conditions of the licence, or both; and
- (b) relating to or involving the hostel; and
- (c) that explains the licensee's duties under regulation 26.

4.2.4 The Trust will also display a notice advising that a boarder, a boarder's parent, or a Board may request a copy of the Regulations and a copy of the licence for inspection.

4.2.5 The licensee will, on a request for the purpose and at times reasonable and convenient to the licensee, make available to a boarder, a boarder's parent, or a Board, for inspection or copying or both, a copy of these regulations and a copy of the licence.

4.2.6 On at least a six-monthly basis the Trust will certify by observation that:

- (a) The licence is displayed at the hostel as to be able to be inspected easily by visitors,**
- (b) The complaints procedure is clearly displayed at the wharenoho.**
- (c) That a notice at the wharenoho advises a copy of the Regulations and Licence is available on request**

4.3 Notice of new directors, etc, of body corporate licensee

4.3.1 As a body corporate, the Trust will give the authority prompt written notice (with an accompanying Statutory Declaration in accordance with Regulation 14) of every change in the persons charged with governance, or in the persons concerned in the management, of the body corporate.

4.3.2 This notice shall include an explanation why the owner considers that the owner remains a fit and proper person to hold a licence, taking into account all relevant matters (for example, those in regulation 13) in relation to every new director, and every new person concerned in the management, of the body corporate.

4.4 Formal direction

4.4.1 Should the authority issue a written notice or formal notice of non-compliance, the Trust shall ensure that the direction is displayed at the hostel next to the licence and in a way that ensures that the direction can be inspected easily by visitors, as soon as practicable after being given a formal direction under regulation 28, and until it is revoked under regulation 31.

**WHARENOHO LICENCING
GENERAL PROVISIONS CHECKLIST**

DATE: _____

WHARENOHO

Hukarere Girls College

Te Aute College

No.	Certification	Certified
1.	The wharenoho site plan is up to date and correctly identifies the uses to which the different parts of the buildings and whenua are being utilised.	
2.	It is has been confirmed that: (a) The Licence is displayed at the hostel as to be able to be inspected easily by visitors, (b) The complaints procedure is clearly displayed at the wharenoho. (c) That a notice at the wharenoho advises a copy of the Regulations and Licence is available on request	
3.	All changes in the Trustees of the Trust have been advised to the Authority	
4.	All changes in the persons responsible for the management of the wharenoho have been advised to the Authority	
5.	That any formal direction received from the Authority has been displayed at the wharenoho.	

Certifier Name: _____

Position: _____

Signature: _____

Date of Board approval: _____

5. WHARENOHO PREMISES AND FACILITIES

- 5.1 The Trust as owner has responsibility to ensure the wharenoho meets the minimum standards detailed in Part 3 of the Regulations.
- 5.2 This includes ensuring that having regard to the number, age range, and sex of the boarders, that the spaces, facilities, and equipment are provided for:
- (a) boarders' indoor and outdoor recreation (whether as individuals or in groups); and
 - (b) quiet activities (for example, study); and
 - (c) food preparation; and
 - (d) eating; and
 - (e) sleeping; and
 - (f) toileting, bathing, or otherwise attending to personal hygiene and changing of clothing, in reasonable privacy; and
 - (g) laundering of clothing; and
 - (h) secure storage of the boarders' personal effects; and
 - (i) boarders to meet, or to communicate privately (in writing or by telephone, email, or other means), with parents and other people.
- 5.3 **On a six-monthly basis a person independent of the day-to-day management of the wharenoho will inspect and report to the board the outcome of a review of the matters referred to in 5.2 above.**
- 5.4 The Trust will ensure that, so far as necessary to ensure boarders' safety, —
- (a) the hostel's premises are lit by natural and artificial light,
 - (b) its buildings are heated and ventilated,
 - (c) there is in place at the hostel a system for ensuring the hygienic laundering of boarders' sheets and bath towels, and of other cloths, linen, or towels used in or as part of their bedding or bathing.
- 5.5 **On a six-monthly basis a person independent of the day-to-day management of the wharenoho will inspect and report to the board the outcome of a review of the matters referred to in 5.4 above.**
- 5.6 The Trust will take all reasonably practicable steps to ensure that the hostel's buildings and facilities (including furniture and fittings) are—
- (a) kept in good repair; and
 - (b) not used in ways that endanger boarders' safety.

- 5.7 On a six-monthly basis a Trustee or Officer of the Trust will visit the wharenoho with a suitably qualified building professional to identify any matters of maintenance required to be undertaken. The outcome of this review shall be reported to the Trust.
- 5.8 In addition, a dedicated email address will be established and monitored by the Trust allowing any member of staff or boarder to report a maintenance item.
- 5.9 The Trust will ensure that—
- (a) a telephone is available for emergency calls to and from the hostel; and
 - (b) a plan for the boarders' evacuation, care, and temporary accommodation (if required) in emergencies (whether they result in hostel buildings being unsafe or uninhabitable or not) is provided and maintained,
 - (c) evacuation procedures are in place that are designed to enable evacuation from the scene of a fire safely and in a reasonable time, and that satisfy any requirements imposed by or under the Fire and Emergency New Zealand Act 2017, and are prominently displayed on the wharenoho premises;
 - (d) all hostel staff are trained in fire and earthquake drills, and in other emergency procedures; and
 - (e) regular evacuation drills are carried out.
 - (f) first-aid equipment and supplies sufficient to meet all reasonably foreseeable first aid needs of the boarders are provided at the hostel, maintained, and ready for immediate use.
 - (g) at least 1 staff member who holds a current first-aid certificate is available at or on, or reasonably near, the hostel premises.
- 5.10 On an annual basis a qualified Health and Safety expert will visit the wharenoho to:
- (a) review and identify any hazards for inclusion on the hazard register and identify any applicable mitigants.
 - (b) review and advise on the adequacy of the evacuation plan and procedure.
 - (c) review first aid supplies.
 - (d) review currency of first aid training and qualifications
 - (e) The outcome of these reviews will be reported to the Trust.

- 5.11 In addition, on an annual basis an online survey will be taken of the boarders to gain feedback as to:
- (a) The wharenoho space, facilities and equipment
 - (b) Lighting, heating and laundry
 - (c) Maintenance of the hostel
 - (d) Awareness of health and safety and relevant hazards
 - (e) Awareness of first aid supplies
 - (f) Awareness of actions to take in an emergency and understanding of evacuation procedures.
- 5.12 For the Trust to satisfy itself that these requirements are adhered to the reviews and records will be reviewed and reported to the Trust on at least a six-monthly basis using the following Checklist.

WHARENOHO LICENCING

PREMISED AND FACILITIES CHECKLIST

To be completed by a Trustee or an officer of the Trust not concerned with the day-to day management of the Wharenoho

DATE: _____

WHARENOHO

Hukarere Girls College

Te Aute College

No.	Certification	Certified/Comment
1.	<p>That the wharenoho space, facilities, and equipment provided for</p> <ul style="list-style-type: none"> (a) boarders' indoor and outdoor recreation (whether as individuals or in groups); and (b) quiet activities (for example, study); and (c) food preparation; and (d) eating; and (e) sleeping; and (f) toileting, bathing, or otherwise attending to personal hygiene and changing of clothing, in reasonable privacy; and (g) laundering of clothing; and (h) secure storage of the boarders' personal effects; and (i) boarders to meet, or to communicate privately (in writing or by tele- phone, email, or other means), with parents and other people. 	
2.	<p>The hostel premises are.</p> <ul style="list-style-type: none"> (a) adequately lit by natural and artificial light, (b) adequately heated and ventilated, (c) provide a system for ensuring the hygienic laundering 	
3.	<p>That on a six-monthly basis a Trustee or Officer of the Trust will visit the wharenoho with a suitably qualified building professional to identify any matters of maintenance required to be undertaken. The outcome of this review shall be reported to the Trust.</p>	

4.	In addition, a dedicated email address will be established and monitored allowing any member of staff or boarder to report a maintenance item or a health and safety issue.	
5.	That on an annual basis a qualified Health and Safety expert will visit the wharenoho to review and identify any hazards for inclusion on the hazard register and identify any applicable mitigants. The outcome of this review will be reported to the Trust.	
6.	The Health and Safety advisor will also review and advise on the adequacy of the evacuation plan and procedure, first aid requirements.	
7.	The dates and outcome of trial evacuations shall be reported by the Campus Principal to the Trust	
8	On an annual basis an online survey will be taken of the boarders to gain feedback as to: (a) The wharenoho space, facilities and equipment (b) Lighting, heating and laundry (c) Maintenance of the hostel (d) Awareness of health and safety and relevant hazards (e) Understanding of evacuation procedures	

Certifier Name: _____

Position: _____

Signature: _____

Date of Board approval: _____

6. MANAGEMENT OF HOSTELS

6.1 The Trust as owner will ensure that the hostel is managed in accordance with written policies, and written operating procedures that ensure that the boarders:

- (a) are supported in a positive learning environment; and
- (b) are given the opportunity to develop positively within reasonable boundaries; and
- (c) feel secure and valued; and
- (d) have ready access to people they can trust and confide in, and are supported in raising problems and issues that are of concern to them; and
- (e) have ready access to, and a degree of choice about, health and other personal services they may require.

6.2 The following Policies and Procedures will be maintained by the Trust as a minimum:

6.3 Hostel Relationships

6.3.1 A policy, pursuant to Regulation 54, on hostel relationships including relationships between the boarders, or between them and staff and the protection of the boarders from ill-treatment will be maintained by the Trust.

6.3.2 **A policy on Hostel Relationships is to be maintained and any non-compliance with this Policy reported to the Board as soon as practically possible.**

6.3.3 **Refer to separate [Policy Document](#)**

6.4 The granting of leave of absence

6.4.1 A procedure will be maintained by the Trust specifying how boarders apply for leave, the conditions and permissions required to grant leave, how the location and safety of the boarder will be monitored while leave is taken and the maintenance of leave records.

6.4.2 **A policy on the Granting of Leave is to be maintained and any non-compliance with this Policy reported to the Board as soon as practically possible.**

6.4.3 **Refer to separate [Policy Document](#)**

6.5 Abuse, harassment, or serious neglect of boarders.

6.5.1 The Trust will maintain a policy that ensures that any person (whether staff, a boarder or other person) the Trust believes on reasonable ground, has harmed, ill-treated, harassed or discriminated against a boarder must, so far as practicable, require the person to stay off the hostel premises if the owner regards a requirement of that kind as necessary to ensure no boarder is ill-treated

6.5.2 Within 24 hours of forming the belief relevant to clause 6.5.1 the Trust will give written notice of the matter to at least either the boarders parents/whānau, Oranga

Tamariki or New Zealand Police, as well as to any other of them the owner considers appropriate; providing a copy of the notice.

6.5.3 **A policy on the Abuse, Harassment or Serious Neglect is to be maintained and any non-compliance with this Policy reported to the Board as soon as practically possible.**

6.5.4 **All instances of where it is believed a staff, a boarder or other person has harmed, illtreated, harassed or discriminated against a boarder shall be reported to the Board as soon as possible.**

6.5.5 **Refer to separate Policy Document**

6.6 Records

6.6.1 The Trust will ensure that there are created and maintained, for each boarder, records of—

- (a) the boarder's name, date of birth, and home address or addresses; and
- (b) the name and, if it differs from the boarder's address, the home address of all guardians of the boarder; and
- (c) the place at which, or the means by which, at least 1 guardian of the boarder (or a person nominated by a guardian of the boarder) may be reached while the boarder is accommodated at the hostel; and
- (d) particulars of every accident and every illness occurring to or experienced by the boarder while at the hostel, and of any actions taken in response; and
- (e) details of any chronic illness from which the boarder suffers, and of any medication the boarder must take as a result; and
- (f) details of all medicines of any kind administered by hostel staff to the boarder while at the hostel, the occasions on which they were administered, and by whose authority they were administered; and
- (g) the names and addresses of people who (by direction of a person who has the role of providing day-to-day care for, or custody of, the boarder) should be consulted if the boarder is ill or injured; and
- (h) the names and addresses of the people authorised by a guardian of the boarder to collect the boarder from the hostel and, if applicable, people who, by law,
 - (i) are entitled to have contact with, or access to, the boarder; or
 - (ii) are forbidden to have contact with, or access to, the boarder, or have an entitlement to have contact with, or access to, the boarder, that is subject to conditions.

6.6.2 The owner of a hostel must ensure that the records required (by regulation 59) are created and maintained with an appropriate degree of confidentiality, retained until

at least 1 year after the boarder to whom they relate ceases to be accommodated at the hostel and available at any reasonable time for inspection and copying by persons appointed under section 144E of the Act.

- 6.6.3 On a six-monthly basis the Trust will receive certification from the Campus Principal that records are being maintained in accordance with the Hostel Regulations.
- 6.6.4 Any non-compliance with the Regulations in terms of Records must be reported to the Trust as soon as practically possible.
- 6.6.5 Refer to separate [Policy Document](#)

6.7 Supervision, staffing, and security

- 6.7.1 The Trust will ensure that, always while boarders are present at the hostel those boarders, or the staff members who supervise those boarders, are supervised by a responsible person in accordance with Regulation 61.
- 6.7.2 The Trust will ensure that the hostel is at all times staffed¹ with a ratio of staff to boarders present at the hostel that ensures the safety of those boarders having regard to the number, ages and needs of boarder, the activities of boarders and the training of staff.
- 6.7.3 The Trust will ensure that security measures are used to prevent unauthorised access to the wharenoho premises.
- 6.7.4 On a six-monthly basis the Trust will receive certification from the Campus Principal that supervision, staffing and security requirements have been maintained in accordance with the Hostel Regulations.
- 6.7.5 Any non-compliance with the Regulations in terms of staffing and supervision must be reported to the Trust as soon as practically possible.
- 6.7.6 Refer to separate [Policy Document](#)

6.8 Supervision of boarders on excursions outside hostel

- 6.8.1 The Trust will, while boarders are taken in the care of the hostel on any excursion or activity outside the hostel, ensure that there are enough members of hostel staff or other adults with the boarders taken outside the hostel to ensure the safety of those boarders having regard to ages and needs of boarder, the activities of boarders and the training of staff.
- 6.8.2 On a six-monthly basis the Trust will receive certification from the Campus Principal that supervision of boarders on excursions have been maintained in accordance with the Hostel Regulations.

¹ People are not be counted as staff if they have no duties beyond administration, cleaning, food preparation and serving, or maintenance or are having meal breaks or periods during which they are not in contact with, or accessible to, the boarders.

6.8.3 Any non-compliance with the Regulations in terms of supervision must be reported to the Trust as soon as practically possible.

6.8.4 Refer to separate [Policy Document](#)

6.9 Nutrition Food and drink

6.9.1 The Trust will ensure that—

- (a) food is served in the hostel at such times, and in such variety, quantity, and quality, as to meet the boarders' nutritional needs; and
- (b) food is, when stored, prepared, and served, free of, and adequately protected against, contamination; and
- (c) an ample supply of potable water is always available to the boarders for drinking.

6.9.2 On a six-monthly basis the Trust shall receive certification from the Campus Principal that the requirements for the provision of food and drink have been met, and that any issues of non-compliance have been raised with the Trust in the interim period and resolved.

6.10 Infectious and other diseases, etc

- 6.10.1 The Trust will take all reasonably practicable steps to ensure that a boarder, member of hostel staff or any other person suffering from, or suspected to be suffering from, an infectious disease or exposed to an infectious disease is excluded from the hostel for the period of isolation applicable to the disease².
- 6.10.2 In the event of an infectious disease, or suspected infectious disease, the Campus Principal must give the Medical Officer of Health or an environmental health officer all information that he or she may request concerning cases of infectious disease and contacts with them.
- 6.10.3 The Campus Principal may also exclude from the wharenoho for a reasonable period determined, after consultation with a suitably qualified medical practitioner, a boarder who is suffering from a non-infectious disease to or from an ailment, illness, or other condition affecting the boarder's health.
- 6.10.4 The Trust shall be notified of any instances or suspected instances of infectious diseases, or exclusions from the hostel for any other illness and receive confirmation that all notifications and communications required by this policy have been adhered to.**
- 6.10.5 On a six-monthly basis the Trust shall receive certification from the Campus Principal that the requirements in terms of infectious diseases have been met, and that any issues of non-compliance have been raised with the Trust in the interim period and resolved.**
- 6.10.6 Any non-compliance with the Regulations in terms of infectious diseases must be reported to the Trust as soon as practically possible.**

6.11 Protection or promotion of health

- 6.11.1 The Trust will ensure that the wharenoho has available an area and facilities suitable for the temporary isolation and care of at least 1 sick boarder.
- 6.11.2 In the case of an accident to, or a serious illness of, a boarder occurring or noticed at a hostel in circumstances that seem to call for immediate medical aid, a responsible person must, without delay, ensure that all reasonably practicable steps are taken to get medical aid and to notify a parent or other appropriate family member of the boarder.
- 6.11.3 The Trust will take all reasonably practicable steps to facilitate access by a boarder, at his or her own expense, to a full range of general health and other support services (including personal counselling) delivered by suitably qualified personnel in a way that protects individual privacy and confidentiality.
- 6.11.4 The Trust will take all reasonably practicable steps to ensure that no member of hostel staff present and performing duties at the hostel, and no boarder present at the hostel, uses, or is affected by, alcohol or any other substance to the extent that

² Refer to [Schedule 2](#) of the Health (Infectious and Notifiable Diseases) Regulations 1966

it is an actual or potential cause or source of harm to the person or another person or both.

- 6.11.5 On a six-monthly basis the Trust shall receive certification from the Campus Principal that the requirements in terms of protection and promotion of health have been meet, and that any issues of non-compliance have been raised with the Trust in the interim period and resolved.
 - 6.11.6 Any non-compliance with the Regulations in terms of protection and promotion of health must be reported to the Trust as soon as practically possible.
- 6.12 Parents' contact with, or access to, boarders.**
- 6.12.1 The Trust will ensure that a boarder's parent can have contact with, or access to, the boarder whenever—
 - (a) the boarder is present at the hostel; and
 - (b) no good reason exists to deny that contact or access. Parents shall be excluded on the basis of a court order, a trespass warning, infectious disease, they are under the influence of alcohol or other substance or is exhibiting behaviour that is likely to be disruptive.
 - 6.12.2 On a six-monthly basis the Trust shall receive certification from the Campus Principal that the requirements in terms of parents contact with boarders have been meet, and that any issues of non-compliance have been raised with the Trust in the interim period and resolved.
 - 6.12.3 Any non-compliance with the Regulations in terms of parents contact with boarders must be reported to the Trust as soon as practically possible.

**WHARENOHO LICENCING
MANAGEMENT OF HOSTEL CHECKLIST**

DATE: _____

WHARENOHO

Hukarere Girls College

Te Aute College

No.	Certification	Certified
1.	A policy on Hostel Relationships has maintained throughout the period	
2.	All non-compliance with this Hostel Relationships has been reported to the Board as soon as practically possible.	
3.	A policy on the Granting of Leave has maintained throughout the period	
4.	All non-compliance with Granting of Leave Policy has been reported to the Board as soon as practically possible.	
3.	A policy on the Abuse, Harassment or Serious Neglect has maintained throughout the period	
4.	All non-compliance with Abuse, Harassment or Serious Neglect Policy has been reported to the Board as soon as practically possible.	
5.	Records are being maintained in accordance with the Hostel Regulations.	
6.	All instances where Records have not been correctly maintained has been reported to the Board.	
7.	The supervision, staffing and security arrangements have been maintained in accordance with the Hostel Regulations	
8.	All instances where supervision, staffing and security arrangements have not been correctly maintained has been reported to the Board.	
9.	The supervision of boarders on excursions have been maintained in accordance with the Hostel Regulations.	

8.	All instances where supervision of boarders on excursions has not been correctly maintained has been reported to the Board.	
9.	The requirements for the provision of food and drink have been meet, and that any issues of non-compliance have been raised with the Trust in the interim period and resolved	
10.	The Trust has been notified of any instances or suspected instanced of infectious diseases, or exclusions from the hostel for any other illness and received confirmation that all notifications and communications required by this policy have been adhered to.	
11.	The requirements in terms of infectious diseases have been meet, and that any issues of non-compliance have been raised with the Trust in the interim period and resolved.	
12.	The wharenoho has available an area and facilities suitable for the temporary isolation and care of at least 1 sick boarder.	
13.	The requirements in terms of protection and promotion of health have been meet, and that any issues of non-compliance have been raised with the Trust in the interim period and resolved	
14.	The requirements in terms of parents contact with boarders have been meet, and that any issues of non-compliance have been raised with the Trust in the interim period and resolved	

Certifier Name: _____

Position: _____

Signature: _____

Date of Board approval: _____

7. COMPLAINTS

7.1 A boarder, boarder's parent, or Board may complain to the Trust about non-compliance with the Hostel Regulations, or generally regarding the wharenoho.

7.2 A complaint may be made in writing or orally. A complaint made orally must be put in writing by the owner as soon as practicable.

7.3 Procedure for resolving complaints.

7.3.1 The Trust will facilitate the fair, simple, speedy, and efficient resolution of complaints that relate to or involve the hostel.

7.3.2 In particular, the Trust will ensure that—

- (a) the complaint is (unless earlier resolved to the complainant's satisfaction) acknowledged in writing within 5 working days of receipt; and
- (b) the complainant is informed of any relevant internal complaints procedures and given a copy of these on request; and
- (c) the owner's response to the complaint is documented; and
- (d) the complainant receives a copy of all information held by the owner that is or may be relevant to the complaint; and
- (e) the owner decides whether the complaint is justified (in accordance with regulation 69).

7.3.3 Within 10 working days of acknowledging a complaint, on the basis of the advice of the Campus Principal, the Trust will decide whether the complaint is or is not justified; or additional time is needed to investigate it.

7.3.4 As soon as practicable after the Trust decides that a complaint is not justified, the Trust inform the complainant of the reasons for the owner's decision that the complaint is or is not justified.

- (a) and any actions the owner proposes to take; and
- (b) any procedure the owner has in place to enable consideration of an appeal by the complainant against the owner's decision on the complaint; and
- (c) the role of any relevant external agency³ that may (depending on the nature of the complaint and resources available at the time) be

³ The authority, the Chief Review Officer (if the complaint relates to the provision of a safe physical and emotional environment that supports learning for students accommodated in the hostel), the Children's Commissioner, Oranga Tamariki, and the New Zealand Police.

available to assist the complainant or to investigate the complaint if it is not re- solved to the complainant's satisfaction.

- 7.3.5 If it is decided more than 20 working days is required to investigate a complaint (that is deemed justified) the Trust will inform the complainant as soon as practicable the reasons that additional time is required.
- 7.3.6 The outcome of the investigation of all justified complaints and any actions agreed by the Trust will be, subject to any privacy or confidentiality provisions, be communicated to the Complainant.
- 7.3.7 All complaints received by a wharenoho (whether in writing or orally) will be formally recorded and a copy provided to the Campus Principal and, by the Campus Principal to the Trust.
- 7.3.8 All Complaints shall be entered into a Complaints Register.
- 7.3.9 The Campus Principal will ensure that all complaints are acknowledged with the Complainant within 5 working days.
- 7.3.10 The Campus Principal shall within 10 working days advise the Trust whether the complaint is justified, or why it has not been justified.
- 7.3.11 With the Trust's agreement, the Campus Principal shall advise the Complainant whether the complaint is justified or not, and if justified the procedure that is to be followed to investigate the complaint and the timeframe for this investigation to be completed.
- 7.3.12 With the Trust's agreement, the Campus Principal shall report the outcome of the investigation of all justified complaints and any actions agreed by the Trust, subject to any privacy or confidentiality provisions, to the Complainant.

**WHARENOHO LICENCING
COMPLAINTS CHECKLIST**

DATE: _____

WHARENOHO

Hukarere Girls College

Te Aute College

No.	Certification	Certified
1.	All complaints received have been recorded in the complaints register.	
2.	All complaints received, whether written or oral, have been formally recorded and acknowledged with the Complainant within 5 working days.	
3.	The Trust has been advised of all complaints received.	
4.	The reasons that any complaint has been deemed as not justified has been reported to the Trust and Complainant by the Campus Principal in all instances.	
5.	The process and timeframe to investigate the complaint has been reported to the Trust and Complainant by the Campus Principal in all instances.	
6.	The outcome of an investigation and any actions agreed by the Trust, subject to any privacy or confidentiality provisions, have been reported to the Complainant in every instance.	

Certifier Name: _____

Position: _____

Signature: _____

Date of Board approval: _____

8. GENERAL PROVISIONS

- 8.1 On request, the Trust will make a copy of the policies and procedures available for inspection and copying by a member of the hostel's staff, a boarder, or a parent of a boarder.
- 8.2 On an annual basis the Trust will receive advise from the Campus Principals that the Hostel Management Policies have been reviewed and have been consistently applied and any recommendations to modifications to the policies.
- 8.3 In accordance with Regulation 54, the Trust will seek feedback with boarders and whānau on the terms of the policies and procedures adopted by the Trust.

WHARENOHO LICENCING

GENERAL CHECKLIST

DATE: _____

WHARENOHO

Hukarere Girls College

Te Aute College

No.	Certification	Certified
1.	Copies of Policies and Procedures have been provided to all staff, boarders and parents/whānau that have requested a copy.	
2.	The wharenoho policies and procedures have been fully reviewed within the last 12 months, and the outcome of the review reported to the Trust. The date of last review was _____	
3.	Feedback on the wharenoho policies and procedures have been sought from boarders and whānau within the last 36 months, and the outcome of the review reported to the Trust. The date of last review was _____	

Certifier Name: _____

Position: _____

Signature: _____

Date of Board approval: _____

9. POLICY: RELATIONSHIPS AND ILL-TREATMENT POLICY

TE AUTE TRUST BOARD RELATIONSHIPS AND ILL-TREATMENT POLICY ([Regulation 55](#))

Reason for Policy

To ensure the protection of students from ill treatment and to ensure positive staff to student and student to student relationships.

Staff and students have the right to lead a safe and secure life. They also have the responsibility to ensure all others have those same rights.

Objective

To provide students with a safe, caring environment free from discrimination from staff and other students.

Guidelines

Te Aute Trust Board does not tolerate any bullying or harassment in any form.

- Every boarder is treated with respect and dignity.
- Every boarder is given positive guidance promoting appropriate behaviour, having regard to the boarder's stage of development.
- Every boarder is given positive guidance using praise and encouragement and the avoidance of blame, harsh language and belittling or degrading responses.
- Boarders being given direction and guidance are not subjected to any form of discrimination (including favouritism or antipathy), physical ill-treatment, solitary confinement, or deprivation of food, drink, warmth, shelter, privacy or protection.
- Physical restraint of a boarder is used only in circumstances where student or staff safety is at risk.
- Staff are required to report to the Campus Principal any concerns regarding student welfare, or out of character behaviour and record concerns in the Orah Student Management platform.
- Concerns of a serious nature where student safety is at risk must be reported to the Campus Principal as soon as practicable, who will investigate in accordance with Policy and Procedures. This may include notifying the Trust Board or other

appropriate agencies. At all times, the student's safety and privacy are always maintained.

- Students wishing to pursue a complaint may access the complaints procedure located in the Wharenoho office.

Policy

Harassment is any behaviour – physical, verbal or psychological – which is intended to or does cause pain, discomfort, embarrassment or loss of self-esteem to another person or persons.

Harassment is the abuse of power, age or size. It also involves intimidation – either stated or implied and it can involve either groups or an individual.

Examples of bullying or harassment include:

- Physical violence (actual and threatened)
- Interfering with another person's property
- Using offensive names
- Using 'put downs' and ridicule.
- Forcing another person to act against their will.

The effects of harassment include:

- Feeling frightened, unsafe, embarrassed and isolated
- A loss of personal confidence
- A feeling of worthlessness and helplessness
- No longer feeling at ease in the Hostel.

Procedure

An important factor in ensuring that harassment is dealt with is to have clear lines of communication so that harassment reported, and the threat of retaliation is eliminated.

It is the responsibility of the Campus Principal and all wharenoho staff to make it clear to all the boarders what actions and behaviours are acceptable and to organise whatever educative programmes are necessary to mitigate the risk or harassment or should it occur, the reporting of harassment.

Staff are required to immediately report any harassment, bullying or ill-treatment.

All members of the wharenoho will receive training so that they are aware of what constitutes harassment and bullying, the harmful effects of harassment and bullying and what steps are to be taken – should bullying or harassment occur.

Harassment/Bullying Action plan

1. If any boarder is subjected to, or is a witness to any form of harassment they should make their concerns known to the following:
 - The person involved in the ill-treatment.
 - Any member of the wharenoho staff
 - Any other person that they feel they can trust.
 - Their parents
 - A staff member at school
2. Any reported instances of harassment will be investigated immediately by the Duty Manager.
3. Should bullying be proven to have occurred, the Duty Manager will do the following:
 - Immediately ensure the safety of the boarders involved.
 - Inform the parents of those involved.
 - Inform the Campus Principal
 - Impose appropriate consequence or corrective measure, in consultation with the Campus Principal
 - Arrange for counselling where necessary, in consultation with whānau and the Campus Principal
4. Harassment is regarded as a serious breach of the hostel policy on relationships and ill-treatment. It may lead to exclusion from the hostel.

Abuse and Neglect Procedure

1. Any staff member who believes that a student is at risk of, or has been involved in, a situation of physical and / or sexual and / or emotional abuse, is required to inform the Duty Manager or Campus Principal of the situation as soon as possible.
2. The Campus Principal will investigate fully any instance or report of abuse or neglect in the school and/or wharenoho. This investigation would be carried out promptly following the complaints procedure.
3. On receipt of a complaint, the Campus Principal will complete an investigation into the complaint and advise and keep the Trust informed throughout.
4. If appropriate, in the case of suspected abuse or neglect, the Campus Principal will contact the appropriate authority or outside agency for support. This includes support for staff and students who may be affected by the abuse or neglect.
5. The Trust will follow all recommended instructions from any outside agency provided the Trust feels they are in the best interests of the boarder. Where the hostel feels the advice is not in the best interests of the boarder, then further or alternative advice, including legal advice may be sought.

10. POLICY: LEAVE

TE AUTE TRUST BOARD

LEAVE

[\(Regulation 56\)](#)

Reason for Policy

Leave is available to boarders for sport and cultural events and to provide boarders with the possibility to leave the wharenoho to get some balance in their lives.

Leave however, is not a right, it is a privilege and boarding staff can remove this privilege at any time due to boarders not adhering to the procedures associated with this policy.

Objective

To ensure the whereabouts of boarders is known and leave from the wharenoho authorised by staff and whānau.

Guidelines

- Students must apply for leave correctly and abide to the Trust's policies, procedures and regulations when on leave.
- At no time may a student be a passenger in a car driven someone who is not their parent without written permission from that student's parent, when travelling to and from leave destinations.
- Failure of students to follow leave procedure may see the student removed from the hostel.

Procedure

- All leave records are electronically kept on Orah the wharenoho boarding software system.
- Parents apply for leave using Orah, an online app, that parents can access on their smart phones or any other electronic device.
- Boarders must sign in and out (on Orah) using their student swipe card.
- All boarders must see a staff member before leaving the hostel.

Leave Permissions

An application for leave must be approved before leave can be taken.

Leave must be requested at least 24 hours before the commencement of the leave being sought.

Boarders who wish to leave the wharenoho for any reason must obtain permission from either the Duty Manager or Campus Principal depending on the type of leave required (see headings below for particulars).

- Leave can be withheld if a boarder has a detention or is subject to a consequence or corrective measure action, or a boarder's behaviour has been unacceptable, or if in the Duty Manager's opinion, it would be unwise to approve the leave being sought.
- Boarders are not permitted to visit private homes unless they have:
 - an invitation from a host adult AND
 - permission from their own parents AND
 - the approval of the Campus Principal.

Weekend or Overnight Leave

- Full weekend leave (Fri-Sun) or overnight leave may be applied for using Orah.
- Students must not return from leave before 2pm.
- Students must apply for leave using Orah and applications must be endorsed by a parent or authorised person/guardian.
- All weekend leave applications must be submitted by 8 pm on Wednesday night, to allow sufficient time for the consideration of approvals to be completed.

Parental Responsibility

- Parents are expected to give their full support to Leave policies and procedures when considering details of leave for their child.
- Parents are asked to be vigilant when making leave arrangements if their child will not be staying with them; such circumstances must be drawn to the Duty Manager's or Campus Principal's attention at the time leave is requested.
- Similarly, any alteration to leave arrangements after they have been made need to be communicated to the Duty Manager as soon as possible.

Note: Parents and other host adults have a legal obligation to ensure responsible supervision of boarders on approved Weekend Leave. The Trust and Wharenoho is released of its responsibility for boarders when on leave.

1. Week Day Leave - Town Leave

Granted for:	Hastings CBD
Availability:	Monday – Thursday: Depart 3:30 - 4:30pm / return by 5:30pm
Frequency:	Year 9 – 11 twice weekly, Year 12 – 13 unlimited
Restrictions	Year 9 – 11 in at least groups of two
Actions required:	All leave applications must be approved via Orah All boarders must sign in and out

2. Local Shop Leave

Granted for:	Hukarere - Visits to Local Te Mata Road Shops
Availability:	Monday – Thursday: Depart 3:30 - 4:30pm / return by 5:30pm
Frequency:	Unlimited
Restriction:	Year 9 – 11 twice weekly, in at least groups of two
Actions required:	All leave applications must be approved via Orah All boarders must sign in and out

3. Dinner Leave

Granted for:	Meals with parents or adult whānau
Availability:	As required, from after school / return by 9:00pm
Actions required:	All leave applications must be approved via Orah All Students must sign in and out

4. After School Sport Leave

Leave must be applied for prior to 2:15pm. This applies if a student is not going back to the hostel straight after school. Alternatively, students can inform staff at roll call if they will not be at the hostel straight after school.

5. Weekend Day Leave - Sport Leave

Any school organized leave does not require parental consent.

All sport not under the school jurisdiction required parental consent using Orah.

6. Weekend Day Leave

Granted for:	Hukarere - Visits to Local Te Mata Road Shops Te Aute XXXX
Availability:	Saturday– Sunday: depart no earlier than 12:30pm and return by 5:30pm
Restrictions	Must be in groups of at least two
Actions required:	All leave applications must be approved via Orah Yr 9-11 must receive parental consent Yr12 and 13 must get approval from Duty Manager, parental consent not required All boarders must sign in and out

11. POLICY: MISSING PERSONS

TE AUTE TRUST BOARD LEAVE – MISSING PERSONS ([Regulation 56](#))

Reason for Policy

To ensure the wellbeing and safety of Boarders in the Trust's care.

Objective

To ensure immediate action shall be taken when a boarder is identified as missing.

Guidelines

"Missing" means a boarder is absent without authorisation or explanation or is late returning from approved leave.

Procedure

1. If a Staff Member identifies a boarder as missing, he/she must inform the lead Duty Manager immediately.
2. When the manager determines that a boarder is missing, he/she will:
 - a. attempt to contact the boarder on his/her mobile phone;
 - b. ask other boarders if they know of his/her whereabouts; check the hostel
 - c. check the Leave Register;
 - d. check Leave applications;
 - e. check the list of trips and out of school activities;
3. If the Duty Manager cannot locate or contact the missing boarder, the Campus Principal will be informed immediately.
4. If a boarder is discovered missing after **lights out** the Duty Manager will immediately do a bed-check to see if other boarders are missing.
5. The Duty Manager will inform the Campus Principal and contact the boarder's parents/guardians.
6. If there is concern for the safety or well-being of the boarder, the manager will notify the Police.
7. The Duty Manager will update the Campus Principal and parents/guardians on a regular basis.
8. When the boarder is located, the Duty Manager will:

- a. inform the Campus Principal;
- b. inform the parents/guardians;
- c. inform the Police, if they have been involved.

9. The Duty Manager will

- a. keep a log of times and actions taken
- b. provide a written report to the Campus Principal.
- c. record the incident in Orah.

12. POLICY: RECORDS

TE AUTE TRUST BOARD

RECORDS

([Regulation 59 - 60](#))

Reason for Policy

To ensure records are appropriately maintained in respect to Boarders in the Trust's care.

Objective

To ensure records recording private details are maintained to aid the care and support of boarders and that records are maintained in a private and confidential manner.

Policy

The Trust must ensure that there are created and maintained, for each boarder, at each wharenoho records of—

- (a) the boarder's name, date of birth, and home address or addresses; and
- (b) the name and, if it differs from the boarder's address, the home address of all guardians of the boarder; and
- (c) the place at which, or the means by which, at least 1 guardian of the boarder (or a person nominated by a guardian of the boarder) may be reached while the boarder is accommodated at the hostel; and
- (d) particulars of every accident and every illness occurring to or experienced by the boarder while at the hostel, and of any actions taken in response; and
- (e) details of any chronic illness from which the boarder suffers, and of any medication the boarder must take as a result; and
- (f) details of all medicines of any kind administered by hostel staff to the boarder while at the hostel, the occasions on which they were administered, and by whose authority they were administered; and
- (g) the names and addresses of people who (by direction of a person who has the role of providing day-to-day care for, or custody of, the boarder) should be consulted if the boarder is ill or injured; and
- (h) the names and addresses of the people authorised by a guardian of the boarder to collect the boarder from the hostel and, if applicable, people who, by law,—
- (i) are entitled to have contact with, or access to, the boarder; or
- (j) are forbidden to have contact with, or access to, the boarder, or have an entitlement to have contact with, or access to, the boarder, that is subject to conditions.

The owner of a hostel must ensure that the records maintained are—

- (a) created and maintained with an appropriate degree of confidentiality; and
- (b) retained until at least 1 year after the boarder to whom they relate ceases to be accommodated at the hostel
- (c) available at any reasonable time for inspection and copying by persons appointed under section 632 of the Act as authorised persons for the purpose of exercising the powers (for example, to enter and inspect hostel premises) in section 631 of the Act.

13. POLICY: STAFFING AND SUPERVISION

TE AUTE TRUST BOARD STAFFING AND SUPERVISION ([Regulation 61 - 62](#))

Reason for Policy

To always ensure that while boarders are present at the hostel those boarders, or the staff members who supervise those boarders, are supervised by a responsible person.

Policy

The Trust must ensure that—

- (a) all permanent staff members are adults (over the age of 18); and
- (b) no staff member has been convicted of a crime involving dishonesty and sentenced for that crime within the preceding 7 years, or has been convicted of any offence involving harm to children or violence, or has been convicted of any sexual offence, or is unfit to be a staff member because of mental illness or serious behavioural problems; and
- (c) every person employed or engaged by the owner of the hostel—
 - I. as a children’s worker (as defined by section 23 of the Children’s Act 2014) is safety checked in accordance with Part 3 of that Act; and
 - II. who is not covered by subparagraph (i) but who has regular access to the hostel or has unsupervised contact with boarders is the subject of a suitability check (including Police vetting); and
 - III. who is not covered by subparagraph (i) or (ii), but who visits the hostel occasionally, is supervised by a staff member; and
- (d) every person not employed or engaged by the hostel, and who is not a boarder or a parent of a boarder,—
 - I. who has regular access to the hostel or has unsupervised contact with boarders is the subject of a suitability check (including Police vetting); and
 - II. who is not covered by subparagraph (i), but who visits the hostel occasionally, is supervised by a staff member; and
- (e) staff and boarders are encouraged to maintain positive relationships with each other; and
- (f) security measures are used to prevent unauthorised access to the hostel’s premises.

Any persons who have regular access to the hostel or has unsupervised contact with boarders must request a Police vet of himself or herself and provide it to the authority, including Trustees of the Trust (if applicable)

The owner of a hostel must ensure that the hostel is at all times staffed with a ratio of staff to boarders present at the hostel that ensures the safety of those boarders having regard to—

- (a) the number of them and their ages and needs; and
- (b) the nature (including the locations and times of day) of their activities; and
- (c) the training and qualifications of the staff or other adults concerned.

The owner of a hostel must, while boarders are taken in the care of the hostel on any excursion or activity outside the hostel, ensure that there are enough members of hostel staff or other adults with the boarders taken outside the hostel to ensure the safety of those boarders having regard to—

- (a) the number of them and their ages and needs; and
- (b) the nature of the excursion or activity (including its location and time of day); and
- (c) the training and qualifications of the staff or other adults concerned.

The wharenoho shall follow Education Outside The Classroom (EOTC) guidelines when on trips away from the hostel.

People must not be counted as staff for the purposes of subclause (3) if they have no duties beyond administration, cleaning, food preparation and serving, or maintenance; or are having meal breaks or periods during which they are not in contact with, or accessible to, the boarders.

Procedure

All staff, contractors or volunteers that will be, or could be, placed in a position of responsibility to supervise boarders will be subject to police vetting procedures to ascertain any relevant criminal history.

1. All employees, contractors and volunteers will complete the NZ Police Vetting Service Consent Form as part of the Trust's employment process.
2. All employees and volunteers will declare any previous criminal conviction(s) and are expected to notify any convictions subsequent to their appointment to a position to the Campus Principal as soon as is practicable.
3. The Trust reserves the right to initiate additional Police checks at any time throughout an employment.

Any other person present at the wharenoho, who is not an employee, contractor or volunteer for whom Police Vetting has been undertaken, shall be subject to supervision while at the wharenoho by a responsible person.

The wharenoho follows school guidelines when on trips away from the hostel (EOTC)

1. All planned trips shall be approved by the Campus Principal at least two weeks before the planned event.

2. Full details of the planned trip are to be formally documents, including safety and security procedures, and submitted to the Campus Principal at least 10 working days before the planned trip.
3. Where necessary, the Campus Principal will deem that parents to give permission for their child to participate in a trip.

14. POLICY: CHILD PROTECTION POLICY

TE AUTE TRUST BOARD CHILD PROTECTION POLICY

Reason for Policy

As required by the Children's Act 2014 (s. 14), the Trust has adopted this Child Protection policy as a framework for student safety at each wharenoho. This policy contains provisions for identifying and reporting child abuse and neglect.

Policy guidelines

This policy exists within the Oranga Ake framework of ngā kura me ngā Wharenoho and the responsibilities of all members of our school community as outlined by te Tiriti o Waitangi.

The Trust recognise the importance of involving family/whanau in decision-making, and we involve students in decision-making about themselves in age-appropriate ways.

Our child protection policy, along with supporting documentation, ensures we maintain student welfare as our primary concern, and keep the student at the centre of decision-making. We aim to safeguard our students from abuse and neglect by encouraging concerns to be recognised and shared, and having systems to respond when concerns are raised.

Policy

1. Supporting student safety and responding to concerns

We support the wellbeing/hauora of our students by establishing positive learning environments and promoting respectful relationships between students and staff.

We have a designated child protection person, who is the primary point of contact for concerns about students, including concerns about abuse or neglect.

This person is the Campus Principal of each wharenoho. In situations of concern, we aim to work together and intervene early to support student safety and wellbeing.

We foster a safe atmosphere for our students to speak up if they feel that something is wrong or that they are being mistreated. We may use programmes to help students identify healthy and unhealthy relationships.

2. Concern response overview

If there is immediate danger:

- Phone the police on 111.
- If possible, protect the immediate safety of the student.
- Following the incident, inform the designated child protection person.

- Record any actions taken.

If there is no immediate danger:

- Record a factual account of any concerns that have come up, or any disclosures that are made.
- For any concerns, consult the designated child protection person, who works with relevant staff and external agencies as necessary.
- The designated child protection person may consult with the board to decide whether to share information externally.
- Where a concern does not warrant notifying Oranga Tamariki, the wharenoho may partner with social service providers to identify and address the needs of the student.
- If necessary, Oranga Tamariki investigates and advises relevant staff about any action that should be taken to support students.
- Decisions about informing parents or caregivers about suspected or actual child abuse or neglect are made after consultation between the wharenoho and Oranga Tamariki.
- All decisions are recorded in writing and kept in a secure child protection file, with any decision-making processes explained.

3. Child protection roles and responsibilities

The Trust is responsible for ensuring all children's workers (core and non-core) employed or engaged by the wharenoho are safety checked before their appointment. Existing children's workers are safety checked every three years after the last safety check was completed.

Any Wharenoho employees who are not considered a children's worker are police vetted if their role includes unsupervised access to students. The school also ensures all volunteers who regularly work with students are safety checked.

Staff have a professional responsibility to report any concerns about student wellbeing and safety, particularly regarding abuse, neglect, or professional misconduct of other staff, to the designated child protection person. For more information about staff training, responsibilities, and conduct expectations, see Staff Responsibilities for Child Protection.

At Hukarere and Te Aute, our designated child protection persons are the respective Campus Principals, who shall be the primary point of contact for concerns about students, including concerns about abuse or neglect.

The designated child protection person is available and accessible to all other staff and has experience and training in responding to child protection concerns. Where they have concerns or concerns are reported to them, they must inform the Trust.

4. Child protection partnerships

Staff members work with relevant contacts within the wharenoho to best support students and seek guidance from external agencies as appropriate. Unless there is immediate danger, staff members do not act alone on their concerns.

The wharenoho will work with Oranga Tamariki and the New Zealand Police where appropriate and liaises with partner agencies and community organisations to support early interventions with the goal of safe and effective abuse response.

Information will be shared if it is in the best interests of a student, as per information sharing provisions. In all circumstances, the wharenoho is carefully guided by these provisions as well as privacy considerations.

5. External agency interviews

If an external agency such as the police or Oranga Tamariki asks to interview a student of nga wharenoho, the boarding house ensures the rights of the student are upheld.

If Oranga Tamariki contacts the wharenoho to interview a student, that student has the right to a support person if they wish. This support person (e.g. member of staff, Campus Principal) focuses on the safety and wellbeing of the student.

The police may contact the boarding house to question a student. Students in this situation have the right to remain silent, and the right to a lawyer. If police interview a student who is under 18, a nominated adult can support them.

6. Child protection review

We acknowledge that child protection is everyone's responsibility, and we share and review our Child Protection policy and procedures with our wider school community.

Child protection topics are reviewed at least once every three years as part of the internal review cycle.

Our designated child protection person and any other relevant staff are involved in reviewing policies and procedures related to child protection.

STAFF RESPONSIBILITIES FOR CHILD PROTECTION

All staff at nga wharenoho have a responsibility for child protection.

Procedures are in place to protect the safety of our students throughout recruitment, training, and safety checking, and ensure current staff are familiar with our Child Protection policy and procedures.

We also promote awareness about student welfare to our wider wharenoho community.

1. Employment safeguards

The Trust as Proprietor is responsible for ensuring all children's workers (core and non-core) employed or engaged by the school are safety checked before their appointment.

All staff are police vetted if they have unsupervised access to students. The school also ensures all volunteers who regularly work with students are safety checked.

2. Child protection training

All staff, including any contractors or volunteers, are expected to be familiar with, and implement, our Child Protection policies and procedures.

Staff must engage with our Abuse Recognition and Reporting procedures every year and are supported to uphold their responsibility for child protection. We support staff by:

- informing staff about our Child Protection policies as part of their induction
- having a designated child protection person who is available and accessible to all staff and has experience and training in responding to child protection concerns (the Campus Principal).
- offering support as required through professional development and performance management programmes.
- making it clear that staff should discuss any concerns with the designated child protection person, and no one should act or make decisions alone.
- Training is available for staff in child protection development/learning.

3. Staff responsibilities and conduct expectations

Staff have a professional responsibility to report any concerns about student safety and welfare, particularly regarding abuse, neglect, or professional misconduct to the designated child protection person.

We remind staff not to act alone when responding to student concerns unless there is immediate danger.

If it is in the best interest of the student, staff members are encouraged to proactively share information with other people or organisations who may be able to help.

The designated child protection person reviews safety concerns, along with any other relevant information, and decides whether to share information with external agencies, or make a report of concern.

Any person who is concerned that a child is at risk of harm may also make a report of concern directly to Oranga Tamariki or the Police. Oranga Tamariki and the Police are primarily responsible for any investigation of alleged child abuse.

We promote a culture where staff feel confident that they can raise concerns without fear of retaliation. See Protected Disclosure Policy.

4. Contact between staff and students

We treat all boarders with care and dignity and ensure our methods of contact and communication support safe relationships between staff and boarders.

We work with staff to create a safe and supportive learning environment and promote positive behaviour. Unacceptable behaviour, including bullying, is managed through our school behaviour management strategies and procedures.

When staff are interacting with a student one-to-one, they ensure wherever possible that the space is not closed off from other people.

Staff take particular care with students who express themselves freely and seek close physical contact. When this is a concern, it is discussed to the Campus Principal for discussion with a parent or guardian.

Staff are aware that students who require learning support may have needs with regards to safety and supervision.

Corporal punishment is prohibited, and staff avoid physical contact with students that could be considered intimate, sexual, threatening, or violent.

If a student attacks a staff member, they try to protect themselves without causing injury to the student involved and immediately report this incident to the Campus Principal. Physical Restraint is a last resort and may only be used by authorised staff members to prevent imminent harm.

5. Out-of-school contact between staff and students

Where possible, we seek to promote physical and emotional safety for our staff and students outside of the wharenoho.

Staff are vigilant about safe and appropriate out-of-wharenoho contact with students, including through social media, texting, and emails.

During education outside the classroom activities and camps, staff ensure safe interactions, sleeping, and travel arrangements for all students, and follow the procedures in each schools Education Outside the Classroom (EOTC) Procedures.

ABUSE RECOGNITION AND REPORTING

If you believe a child is in immediate danger, phone the police on 111. If you are concerned about the wellbeing of a child, or want to discuss, report, or refer a concern, contact Oranga Tamariki on 0508 326 459 or contact@ot.govt.nz.

Abuse recognition and reporting processes are part of our wider Child Protection policy, which applies to all \ staff, contractors, and volunteers, and is available to our school community. These procedures fulfil our requirements under the Children's Act (s. 14) to provide information on identifying and reporting child abuse and neglect.

We expect staff to be alert to changes in student wellbeing or behaviour, and to recognise signs of neglect and abuse.

We acknowledge that recognising, sharing, and responding to these concerns as early as possible is key to improving health outcomes for our students.

The Campus Principal assures the board each year that staff are aware of indicators of abuse and are familiar with our procedures for reporting abuse.

The respective Campus Principals of Hukarere me Te Aute wharenoho are our designated child protection persons, who are the primary point of contact for concerns about students, including concerns about abuse or neglect. The designated child protection person is available and accessible to all other staff and has experience and training in responding to child protection concerns.

The wharenoho works with Oranga Tamariki and the New Zealand Police where appropriate and liaises with partner agencies and community organisations to support early interventions, with the goal of safe and effective abuse response. We share information with appropriate agencies if it is in the best interests of a student and will support their wellbeing or safety.

1. Overview of abuse response procedures

- Maintain awareness of the indicators of abuse.
- Support any person disclosing abuse.
- Ensure student safety. Contact the police if there is immediate danger, or Oranga Tamariki for support. Also advises the Campus Principal as soon as is possible.
- Record all available information, including disclosures, observations, and concerns.
- Consult with the designated child protection person or seek support from an external agency. Do not act alone.
- The designated child protection person supports the student through systems within the school or external agencies.
- Any person that identifies abuse or receives a disclosure is also advised to seek support for themselves.

2. Recognising and responding to concerns

Student safety and welfare is the primary concern staff.

Our staff are trained to be alerted to changes in student wellbeing or behaviour, and to recognise signs of neglect and abuse.

Information sharing provisions allow staff to share safety and wellbeing concerns, which includes low-level wellbeing concerns through to observations or disclosures of abuse and neglect.

If it is in the best interest of a student, staff members are encouraged to share information proactively and voluntarily with other people or organisations who may be able to help.

We advise staff not to act alone when responding to child abuse concerns. This is to protect our staff members, and to avoid prejudicing any legal action.

Unless there is immediate danger to a student, staff should consult with the designated child protection person or contact Oranga Tamariki. The designated child protection person reviews any relevant information and decides how best to support the student. This may include sharing information with external agencies or making a report of concern.

If concerns raised by staff or student disclosures do not warrant a report of concern, the designated child protection person reviews any other evidence to see if there are repeated concerns relating to student or their family.

The designated child protection person decides if combined evidence meets a higher concern threshold and should be reported. The designated child protection person may organise extra support for the student and/or partner with external agencies to address student needs.

3. Recognising abuse

Child abuse is defined as harm (whether physically, emotionally, or sexually), ill-treatment, abuse, neglect, or deprivation of any child or young person (Oranga Tamariki Act 1989, s. 2). Neglect is the most common form of abuse and is defined as the persistent failure to meet a child's basic physical and/or psychological needs.

Abuse and neglect are more likely to be recognised through observations of behaviour or physical indicators than through direct disclosures. We ensure that staff are able to identify signs of abuse and neglect and encourage concerns to be shared with the designated child protection person.

For a guide to definitions and indicators of child abuse, see the documents below. These provide examples in different situations of abuse but are not a definitive list. For any queries, we recommend sharing concerns with our designated child protection person or Oranga Tamariki.

4. Managing disclosure

While abuse is usually recognised through observation, students may willingly or accidentally disclose abuse. In this situation, we handle disclosure with care to ensure the safety and wellbeing of the student, and to avoid prejudicing any legal action.

Any person who receives a disclosure is advised to:

- remain calm and remember that the safety and wellbeing of the student is the primary concern.
- offer reassurance, but do not make any promises or commitments that cannot be kept.
- write down information about the time, date, location, and any people present during the disclosure.
- write down what the student says in their own words, distinguishing between what the student says and any inferences made.
- avoid formally interviewing the student.
- ask open questions (rather than leading questions that may cause biased answers)
- ensure the student is supported and that there is a responsible adult at the school who is available to them throughout any investigation by external agencies.
- inform the designated child protection person as soon as possible.
- refer to Oranga Tamariki or the police if necessary.

We encourage staff to seek support for themselves in the event of abuse disclosure, either from a relevant support person at the school or through external support services.

5. Allegations against staff members

Child abuse concerns involving staff members may come about through observation or disclosure. These may reflect conduct within the wharenoho environment, but we also respond to allegations regarding staff behaviour outside of the wharenoho.

Any allegations against staff are taken seriously and dealt with as a matter of urgency. If someone has been accused of abuse, the wharenoho may take steps to prevent contact between that person and students at the school and boarding house.

Any allegations against staff members should be reported to the Campus Principal. If a concern involves the Campus Principal, it should be reported to the Trust. See Protected Disclosure for the procedures that ensure staff feel confident they can raise concerns without fear of retaliation.

The wharenoho and school reports allegations of child abuse by staff members to Oranga Tamariki and the Police. It is the responsibility of these authorities to assess any evidence and investigate whether child abuse has occurred. The wharenoho or school does not directly investigate allegations.

While student safety is our primary concern, we follow a fair disciplinary process in cases of alleged abuse. We uphold the rights of staff to respond to allegations and seek independent advice. During an investigation by Oranga Tamariki or the Police, the

wharenoho does not conduct its own internal investigations that may prejudice an external decision.

We protect any actual or potential legal action by following the advice of authorities in terms of contact with students, family/whānau, and those facing allegations. If there is insufficient evidence for a criminal prosecution, and following the advice of authorities, the boarding school, or school may conduct its own internal investigation.

6. Sharing information and reporting abuse

Under the information sharing provisions of the Oranga Tamariki Act, staff may proactively share information with other approved professionals (e.g. relevant members of staff, the board, and social, family, and community services) if it is in the best interests of the student.

The decision to share information can be in response to general wellbeing concerns about a student as well as concerns of neglect and abuse.

Decisions about whether to report concerns to Oranga Tamariki or the Police are based on all available information. The reporting process may also involve other external agencies to identify and address student needs.

The Campus Principal will consult with Oranga Tamariki and the Police as required to decide who informs parents and/or caregivers, and when.

For further detail about the information that the wharenoho can share and request, see the Privacy Policy.

7. Storing information

We record all information in writing and keep this securely in a child protection file. The designated child protection person refers to this information when making decisions based on further evidence.

We store all information, including records documenting concerns, conversations, advice received, actions taken (including rationale), and any warnings issued, in accordance with our Privacy and School Records procedures.

15. POLICY: PRIVACY

TE AUTE TRUST BOARD

PRIVACY

Reason for Policy

The Trust wishes to promote and protect the privacy of all individuals associated with the wharenoho, including students, staff, parents, whanau, guardians, and any others.

We follow the key principles of the Privacy Act 2020, which describe how we may collect, use, store, and dispose of personal information.

The Office of the Privacy Commissioner administers the Act and encourages best practice.

The privacy officer is the Campus Principal of each wharenoho, and will manage all requests for personal information and, if required, liaises with the Privacy Commissioner in any investigations.

Policy Guidelines

Our Privacy Guidelines inform:

- how we collect, store, and dispose of information
- what information we collect
- how we use and disclose information about individuals, including official information requests
- how individuals may access information relating to them that is held by the boarding house
- how to manage the rights of parents regarding information about their child.

It is important that staff understand the boarding house's privacy guidelines, especially in relation to personal information and reporting breaches.

PERSONAL INFORMATION

1. Who do we collect your personal information from?

We collect personal information, from:

- Individuals personally, when they provide that personal information to us, including via the enrolment and interview process and any related service, through any registration process or through any contact with us (e.g. telephone call or email).

- The parents/caregivers/guardians of the boarders when they provide that personal information to us, including via the enrolment and interview process and any related service, through any registration process or through any contact with us (e.g. telephone call or email)
- The student's feeder school to support the information provided to us in any school report as part of the enrolment process.

We collect personal information to:

- Provide appropriate levels of care and tuition for students in our care.
- Ensure we meet the legislative requirements of operating the wharenoho
- Maintain Health and Safety and wellbeing for students, staff, and whanau.

Besides our staff, we share this information with:

- Medical professionals as per our Health Procedure.
- The kura to provide a safe learning and living environment.
- Legal authorities where appropriate or required.

Providing some information is optional. However, if you choose not to provide information requested as part of the enrolment process, we may be unable to confirm enrolment.

2. Protecting your personal information:

We will take reasonable steps to keep your personal information safe from loss, unauthorised activity, or other misuse. We do this by using an online management system that is password protected and only allowing certain staff access to information.

We keep your information for one year after enrolment at the wharenoho ends at which point, we securely destroy it by erasing digital information and shredding paper information.

3. Accessing and correcting your personal information:

Subject to certain grounds for refusal set out in the Act, you have the right to access your readily retrievable personal information that we hold and to request a correction to your personal information.

Before you exercise this right, we will need evidence to confirm that you are the individual to whom the personal information relates.

If you'd like to ask for a copy of your information, or to have it corrected, please contact us at info@hukarere.school.nz or admin@teaute.school.nz. We will respond to your request within 20 working days.

CCTV CAMERAS

The wharehono have a series of non-covert CCTV recording devices in public and semi-public spaces.

By 'non-covert' we mean CCTV that is visible and that the people being monitored know about. For example, individuals can see the CCTV camera or there is a sign informing them of the camera.

By 'public spaces' we mean spaces that are completely accessible to the public, such as footpaths and driveways.

By 'semi-public' we mean spaces that are accessible to the public during operating hours. This includes common areas, dining facilities and connecting corridors.

1. Purpose of CCTV equipment

We use CCTV to:

- Ensure and promote the health and safety of students, staff and residents who live and work on site.
- Use surveillance as a means of deterring crime given the close living proximity of adolescents and the accessibility of the site to the public.

2. Intended Outcomes

The intended outcome of the use of CCTV equipment is to ensure Students, staff, and residents reside on site in a safe and secure environment free from crime, bullying and other such behaviours that are detrimental to learning.

In addition, as duty staff cannot be in all places at once, CCTV allows staff to review incidents that are not seen first-hand.

3. Authority

The Campus Principal is responsible for the operation of the CCTV system and ensuring this policy is always enacted including the provision for staff training.

4. Access and Maintaining Privacy

The Campus Principal are the only 'authorised' users of the system. No other staff are to access or download data from the CCTV system unless approval is sought from one of the Campus Principal and appropriate security and privacy provisions are in place.

Computers and devices with access to the CCTV system must be in offices that can be secured and on devices secured by passwords.

Students, whanau, and other staff do not have access to footage at any time unless approved by the Campus Principal. Prior to the release of any material advice and appropriate permissions will be sought.

Any such request will be limited by the ease of access to the footage and by the need to protect other people's privacy. If a request to view the footage is unable to be granted without unreasonably breaching others' privacy, a written description may be provided of what they are doing in the footage.

Any such request will be responded to within 20 working days.

5. Timing, Monitoring and Awareness

Due to the nature of the business cameras record 24 hours a day 7 days a week. Images are stored on average for 30 days.

Where CCTV is being utilised, clear signage will be in place ensuring all residents and visitors to the site know about the cameras before they get close enough to be filmed.

6. Compliance and Complaints

Breaches and complaints about the use of CCTV will be managed through:

- Staff Individual Employment Agreements.
- Policy, procedure, and terms of enrolment.
- Complaints policy and procedure.

Persons with questions about this should contact the Campus Principal

PERSONAL PRIVACY

The boarding school is home to over students, staff, and their dependants. The personal privacy of students and staff is of utmost importance.

Given the design of the building, and the need to maintain privacy, only students and staff are allowed access to bathrooms and bedrooms. At all times students and staff are expected to adhere to all Policies and Procedures.

Parents and visitors are not to enter these areas whilst students are in residence. In accordance with the Children's Act 2014, and Hostel Licensing Regulations, those who are not designated as a children's worker and who could have unsupervised contact with boarders must be supervised by a staff member.

Parents and visitors can request access by visiting the Boarding Office.

WHARENOHO POLICY MANUAL

This Policy Manual should be read in conjunction with:

1. Behavioural policy
2. Hostel Living Policy
3. Student handbook

In the event of any discrepancy, this manual shall take precedence in respect to all policies.

This manual was last updated in April 2024