

Specialist Accreditation Standard

Level 3

Out of School Care and Recreation (OSCAR) programmes

The organisation fulfils its duty of care with respect to all children enrolled in the programme.



Why this standard matters

Parents, caregivers and whānau expect OSCAR programmes to respect their tamariki, support them and keep them safe. Strong supervision systems protect the wellbeing and mana of tamariki, and enable them to enjoy activities in an inclusive environment.

Criteria 1

The organisation ensures that children receive competent, appropriate supervision at all times.

Guidance



Important: For this criteria we review your policies, procedures and supporting documents, then we visit and observe your programme to check that you provide appropriate supervision for children.



Show us

- Your policies and procedures:
 - state the staff-to-child ratios for your programmes, taking into account:
 - the activities and their level of risk
 - individual children's needs
 - the location of the activity
 - the experience and competence of staff
 - explain how you maintain safety when only one staff member is supervising children, if applicable
 - state that staff must remain within sight and hearing of children in their care
 - describe how you ensure children do not go missing
 - describe how visitors are supervised while on site
 - explain how you communicate with other staff and parents/guardians during off-site activities.



Show us

- You have adequate indoor and outdoor space for the activities you provide and the maximum number of children you enrol.
- Your programme always operates with the staff-to-child ratios stated in your policies and procedures.
- You have at least one staff member with a current first aid certificate supervising children at all times.
- Up-to-date information about enrolled children is readily available to all staff.
- The Risk Assessment and Management System (RAMS) forms you have completed for all off-site activities, and any on-site activities where there are significant risks. These forms must include:
 - potential activity risks and how these are being mitigated
 - safe staff-to-child ratios for the activity.



Note: A significant risk is one that could seriously harm a child or a staff member if it is not well controlled. Use your judgement based on the activity, where it happens, the ages and abilities of the children and the level of supervision to decide whether an activity poses a significant risk. If it does, complete a RAMS form for that activity.



Recommended resources:

[Risk & Incident templates | OSCAR Network](#)



Share with us

- How you make sure your staff have the skills, knowledge and/or experience to supervise children safely and effectively.
- How you make sure any staff under 16 years are always supervised by more experienced colleagues.
- How staff meet the specific needs of children, such as administering medication or managing behaviour.
- How you monitor attendance during your programme.

Recommendations

- Maintain staff-to-child ratios of 1:10 for on-site activities and 1:8 for off-site activities. Programmes may set their own ratios if they can demonstrate that the safety and wellbeing of all children is effectively managed.
- Have two staff members present during programme delivery. This reduces the risk of potential or actual harm to a child or false accusations about staff.
- Ensure the programme is managed by a staff member that is at least 20 years of age.



Scenario

ABC OSCAR Provider have clear policies and procedures to ensure tamariki are appropriately supervised at all times. All staff are introduced to the supervision policies and procedures during induction and receive regular refresher training.

To plan for swimming and other activities at the local park, ABC OSCAR Provider complete a RAMS form. This is where potential hazards are identified, safe ratios confirmed, any behavioural or health issues for children are noted, and measures to keep everyone safe are recorded.

The team leader prepares the weekly roster to ensure each session has enough staff to meet safe ratios, and that at least one staff member trained in first aid is on site every day.

ABC OSCAR Provider use an online platform to manage enrolments, attendance and key information about tamariki. This can include medical needs, emergency contacts and authorised pickups. The information is held securely but is easy for staff to reach when needed, helping them respond quickly and appropriately in any situation.

Criteria 2

The organisation has adequate practices in place for parents to enrol their children in the programme.

Guidance



Show us

- Your policies and procedures that describe how children are enrolled in your programmes.
- Your enrolment records include:
 - a minimum of two contact people, e.g. one parent or caregiver and one emergency contact
 - the names of people authorised to collect the child
 - written consent from a parent or guardian, and instructions for any children who arrive or leave on their own
 - the programme the child is enrolled in, with the days and times they will attend
 - health and medical details, including any treatment required and whether the child can take medication without supervision. If so, include written instructions from the parent or caregiver and a documented self-medication plan
 - any parenting, protection, other court order or agreement which states who can or cannot have contact with the child
 - a statement to parents or guardians that tells them to let your organisation know if there are changes to the enrolment information.



Share with us

- How you ensure enrolment records are kept up to date.

Criteria 3

The organisation maintains the safety and wellbeing of children when delivered to and collected from the programme.

Guidance



Show us

- Your policies and procedures:
 - state who is required to sign children in and out each day e.g. staff, parents/ caregivers or both
 - describe what to do when a child who is expected to attend does not arrive, including following these steps:
 1. notifying the parent/guardian and emergency contacts
 2. searching the immediate area
 3. contacting the child's school for absence information, if applicable
 4. contacting the New Zealand Police
 - state that children will only be released to people authorised by the parent/ guardian
 - describe what staff must do if someone who is not authorised tries to collect a child
 - describe what staff must do if a child is not collected at the end of a programme
 - explain what staff must do if they become aware of a parenting order, protection order, other court order or agreement. This includes:
 - obtaining a copy of the order or agreement
 - complying with the order or agreement
 - working with the parent/guardian/whānau to create a safety plan that staff must follow if the person named in the order or agreement arrives at your programme.
- Completed daily attendance records for all programmes.
- A copy of any parenting, protection or other court order for a child currently attending, and the safety plan you have developed.

**Share with us**

- What you did when a child you expected to attend did not arrive at your programme, if applicable.
- What you did when someone who was not authorised tried to collect a child, if applicable.

Criteria 4

The organisation effectively responds to accidents and incidents that involve children.

Guidance

**Show us**

- Records of all accidents and incidents involving children. Each record must include:
 - the child's name
 - the time and date of the accident or incident
 - details of where and how it happened
 - the nature of any injury and how it was treated
 - the name of the staff member managing the accident or incident
 - confirmation that the parent/guardian was informed.



Note: This confirmation must be documented. It can be a signature, an electronic acknowledgement or a record of verbal confirmation.

**Recommended resources:**

[Risk & Incident templates | OSCAR Network](#)

Criteria 5

The organisation carries out regular emergency and evacuation drills with staff and children.

Guidance



Show us

- Your policies and procedures explain staff responsibilities during an emergency or evacuation, including:
 - checking the whereabouts of children at your site
 - finding children's contact details
 - contacting emergency services and parents/caregivers
 - identifying the safe assembly area and how you move everyone there
 - ensuring all children are accounted for
 - what they must do when the emergency is over.
- Your policies and procedures require emergency and evacuation drills to be carried out at least:
 - once each school term for before-school and after-school programmes
 - once each holiday programme.
- Completed records of emergency and evacuation drills, including the date and the time of day each drill took place.

Criteria 6

The organisation responds appropriately to children who are or become unwell.

Guidance



Show us

- Your policies and procedures:
 - set out how unwell children will be cared for, in a quiet space where they can rest while remaining within sight and hearing of staff until they are collected
 - make sure parents/guardians are contacted and know they must collect their child
 - require any treatment and/or medication given to a child to be recorded, and written instructions from the parent or caregiver if a child can take medication without supervision, with a documented self-medication plan.
- Where children are cared for when they are unwell.
- Records of any medication given to children, if applicable.

Criteria 7

The organisation ensures that written policies and procedures are available to all staff members and parents/guardians of children who are enrolled in the programme.

Guidance



Show us

- How you make your policies and procedures available to staff and the parents/guardians of children enrolled in your programme.

Words and terms you need to know

The following words and terms are used throughout this standard. We've explained them here to help make their meaning clear.

Word/term	Explanation
Accident	An unplanned event where someone is hurt.
Attendance records	The daily record of children's presence at the programme, kept on paper or electronically.
Authorised person	A person who has been approved by a parent or guardian to collect their child from a programme.
Court orders/ agreements	Any legal orders or formal agreements made by a court, e.g. custody, guardianship or access arrangements. These documents set out who can or cannot have contact with a child and providers must follow them to keep children safe.
Emergency contact	A person nominated by the parent, caregiver or whānau who can be contacted in an emergency if the parent or caregiver is not available.
Enrolment records	Information collected when a child joins the programme, such as emergency contacts, medical details, attendance days and consent for activities or travel.
Incident	An unplanned event that affects, or could affect, someone's safety or wellbeing. This includes near misses and behaviour that may present a risk to others.
Mana	Māori word that refers to prestige, authority, influence or standing.
Parent/guardian	The child's legal parent, caregiver or whānau member who has responsibility for the child's care.
Parenting order	A court order made under the Care of Children Act 2004. It sets out who is responsible for a child's day-to-day care and contact, e.g. which parent the child lives with, and when the child spends time with the other parent.
Protection order	A court order made under the Family Violence Act 2018. It is designed to protect a person (including a child) from family violence. A Protection Order usually restricts or stops contact between the child and a particular person.
Risk Assessment and Management System (RAMS)	A document used to identify the potential risks of an activity, and the steps taken to keep everyone safe.

Word/term	Explanation
Staff-to-child ratio	The number of staff members required to safely supervise a certain number of children.
Tamariki	Māori word that refers to children or young people.
Visitor	Anyone who is not enrolled as a child in the programme or employed as staff, such as parents, contractors or guests.
Whānau	Māori word that refers to family, extended family, friends and community connections who support one another.



Note: Some of the explanations above are not exact definitions but aim to describe the meaning of the words and terms as they are used in this standard.



**Te Kāwanatanga
o Aotearoa**
New Zealand Government