



MINISTRY POLICY

Updated September 2025

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SECTION 1: OUTLINE OF ORGANISATION

1.0 Organisation Details

Organisation Key Details

Name	Christian Youth Camps Waihola Incorporated
Legal Structure	Incorporated Society
Postal Address	70 Finlayson Road, P.O. Box 15061, Waihola, 9243
Physical Address	70-79 Finlayson Road, Waihola, South Otago
Website	www.cycwaihola.org.nz
Email	info@cycwaihola.org.nz
Phone Number	03 417 7120
Operations Manager	Anna Hynds
Adventure Activity Operator No.	AAO99
Charities Services No.	CC25364
MSD Nato Provider No.	NATO4556

Operations Scope

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

- [MSD Social Sector Accreditation Standards – Level 3](#)
- [MSD Specialist Accreditation Standard: Out of School Care and Recreation \(OSCAR\) Programmes – Level 3](#)
- [MSD Specialist Accreditation Standard: Outdoor Pursuits and Camp Programmes for Children and Young People – Level 1, 2 and 3](#)

Key Supporting Policies:

- **Safety & Management Policy**
Sets out the procedures and standards that ensure all CYC Waihola operations are safe, consistent, and well-managed. This is a required document. This document ensures compliance with the [Health and Safety at Work Act \(HSWA\) 2015](#).
- **Activity Management Policy**
Includes all Standard Operational Procedures (SOPs), Risk Analysis and Management Systems (RAMS), and Health and Safety Requirements for all Outdoor Adventure Activities. This document ensures compliance with the [Health and Safety at Work \(Adventure Activities\) Regulations 2016](#).
- **Food Control Plan**
Provides the framework for all food-related operations and ensures compliance with the [Food Act 2014](#).

1.1 Document Access, Use and Review

Access & Availability

This document is available to anyone upon request.

Copyright & Confidentiality

Due to sensitive operational content, this document may not be shared, copied, or distributed without permission from the Operations Manager.

Policy Improvement

Refer to the *Safety & Management Policy* for improvement procedures.

Responsibility

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

Annual Review

All CYC policies are reviewed annually.

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

What to Check	Notes
Childcare Policy	<ul style="list-style-type: none"> • Review for legislative or standard changes (e.g. Te Kāhui Kāhu Level 3) • Confirm policies are updated accordingly
Staff Competence	<ul style="list-style-type: none"> • Ensure staff are appropriately trained • Review training processes and annual training events
Incident Reporting	<ul style="list-style-type: none"> • Confirm all incidents are reviewed and documented
Safety Reviews & Feedback	<ul style="list-style-type: none"> • Ensure external audit findings and other feedback has been addressed

1.2 Management Sign Offs

CYC Waihola values safety and requires formal endorsement of this policy. The Council of Management will endorse, actively support, and sign off on the policy. Following its annual review, approval will be recorded, with the Council Chairperson and Operations Manager confirming their commitment.

Chairperson Sign-off

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

Chairperson's Name: _____

Signed: _____

Date: _____

Operations Manager Sign-off

The Operations Manager hereby signs off on this document:

Operations Manager's Name: _____

Signed: _____

Date: _____

SECTION 2: CLIENT CENTRED SERVICES

2.0 Social Awareness

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

Inclusion and Social Awareness

CYC Waihola operates an inclusive policy: no child will be excluded from activities based on background, gender, education, race, culture, physical or mental health, or religion. However, for safety reasons, some programmes may not be suitable for all campers (see Section 3.2: Admittance). Campers are engaged holistically: physically, intellectually, culturally, and spiritually – in partnership with families and communities. Ministry Staff aim to resolve social issues through respectful dialogue, while upholding the organisation's Christian values.

During Camps:

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

Cultural and Social Values

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

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

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

SECTION 3: SERVICE OPERATIONS

3.0 Camp Programmes

Programme Planning

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

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

The Camp Director will work alongside the Activities Coordinator to produce a timetable for all camp activities. The Activities Coordinator will generate a risk management plan (including relevant legislative requirements where applicable) as required and will submit this to the Operations Manager for final sign off.

Maximum Camp Numbers

Camp capacity is determined by:

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

3.1 Enrolment Process

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

Enrolment Form Requirements

- Emergency contacts: At least 2, with 3 contact numbers total
- Swimming ability: Required for certain activities
- Arrival/departure: Caregivers must provide details of how and by whom the camper will be dropped off and picked up.
- Health/medications: Must be disclosed and exact dosage requirements outlined clearly. See Health Issues and Medications.
- Behavioural issues: Must be disclosed; further reporting may be required at staff discretion
- Pain relief: Caregiver permission for administering paracetamol
- Dietary needs: Must be disclosed in detail
- Social agency referrals:
 - New campers must have a written background report from the referring agency
 - Returning campers must include updated agency status and contact information

Terms & Conditions of Attendance

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

- Accuracy of provided information
- Consent for contact, photos, medical treatment, and participation in all activities
- Understanding that disruptive behaviour may result in removal (with no refund)
- Agreement to Christian-based teaching and prayer throughout camp
- Agreement to payment terms (non-refundable deposit and full fees before attendance)
- Acknowledgement of outdoor high-risk activities, run under strict SOPs by trained staff

Upon acceptance into the camp, an acknowledgement letter and invoice will be sent to the caregiver. A detailed information letter and gear list will follow. If the camper is not accepted into camp, a decline letter will be sent detailing reasons why. For high-risk camps, a letter disclosing the nature of activities and associated risks will be sent.

3.2 Camp Admittance Criteria

Sickness

See *Ministry Camp Sickness Policy* in the *Safety & Management Policy*.

Behavioural History

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

Camp Full

The validity of this document is only guaranteed when received directly from the CYC Waiholā Office. Latest version available on request.

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

Special Needs Campers

Children with special needs are welcome, **provided the camp can safely meet their needs without negatively affecting others.**

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

3.3 Process During Camps

Camper Arrivals and Departures

Early Drop-off

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

On-time Drop-off

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

Public Transport Arrivals

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

Non-Arrival

If a camper has not arrived within three hours of registration opening, camp staff will begin contacting caregivers until the camper's whereabouts are confirmed.

Camper Pick-up

Only authorised persons may collect a camper at the end of camp. Their identity must be verified during sign-out, and the camper must feel safe with the person collecting them. If staff have any uncertainty about a pick-up, the matter must be referred to the Operations Manager. Documented caregivers are asked to sign any incident forms at the time of pickup. If someone else collects the child, caregivers will be contacted after camp to sign the necessary documentation.

Non-collection of Campers

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

Emergencies

If a caregiver cannot be reached in an emergency, an approved Ministry Staff Member will remain with the child until responsibility is formally handed over to the caregiver.

Registration Process

Onsite Camps

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

Offsite Camps

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

Available at Registration Desk

Complaints forms and all policies are available upon request.

Camp Records

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

Daily Attendance

Attendance is checked morning and night, and paperwork is completed to verify that. If a child leaves camp, this is recorded on the during camp sign in/out sheet located in the Director's Folder.

Visitors During Camp

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

Medical Information for Ministry Staff

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

Unwell Ministry/Paid Staff at Camp

If a staff member becomes unwell, they will be isolated until they are able to leave camp safely. Staff who are vomiting or infectious will remain in the sick bay or another suitable room until collected or able to go home. Senior staff must be notified immediately, and the unwell staff member supervised and checked regularly. Staff caring for sick colleagues must wear masks and gloves, wash hands after contact, and change or launder clothing and shower after care. Areas used by sick staff must be cleaned with disinfectant, and masks and gloves must be worn when cleaning. Where possible, areas used by sick staff should not be reused for 48 hours.

Unwell Campers and Medications

No medication will be administered to campers without prior approval from caregivers, provided through the enrolment form or an email. If campers miss camp days due to illness, a partial refund will be given (less the non-refundable deposit).

If a camper becomes unwell, they will be isolated, and their caregiver contacted for collection. Campers who are vomiting or infectious will remain in the sick bay until collected. Disposable vomit bags are available and will be discarded into black rubbish bags after every use. Caregivers must be contacted immediately, and the camper supervised and checked regularly. Staff caring for sick campers must wear masks and gloves, wash hands after contact, and change or launder clothing and shower after care. Areas used by sick campers must be cleaned with disinfectant, and masks and gloves must be worn when cleaning. Where possible, areas used by sick campers should not be reused for 48 hours.

Any treatment and/or medication administered to a camper is recorded on the camper's medication log.

Complaints Process

Complaints can be made using a form [available online](#) or at the CYC Waiholā office. Written complaints will be acknowledged within 48 hours and responded to within seven days. If the issue remains unresolved, it will be escalated to the Council of Management. Where necessary, complaints may be referred to the Office of the Children's Commissioner.

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

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

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

Food at Camps

Dietary Requirements

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

Food Preparation and Safety

All food is prepared in accordance with CYC Waiholā's Food Control Plan which adheres to the [Food Act 2014](#).

Toilets and Bathrooms

Camper Use

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

Assisted Toileting

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

Shared Facilities

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

Off-site Facilities

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

Phone and Communication Policy

During Camp

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

Off-site Activities

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

SECTION 4: SERVICE FACILITIES

Onsite Facilities

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

Offsite Facilities

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

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

SECTION 5: HEALTH AND SAFETY

5.0 Health and Safety at Ministry Camps

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

Key Policy Areas

Safety-Conscious Culture

The policy emphasises continuous improvement and proactive management of all safety-related procedures to foster a culture of safety across all aspects of camp life.

Staff Roles and Training

Clear definitions are provided for various staff roles. The policy outlines staff appointment processes and includes training requirements to ensure all team members are fully equipped to operate within the camp's safety systems.

Risk and Hazard Management

The policy covers identification and assessment of risks specific to the Ministry Camp context. Standard Operating Procedures (SOPs) are in place for a range of activities, including high-risk activities, road safety, and vehicle usage.

Emergency Planning and Response

Comprehensive procedures are outlined for handling emergencies. These include planning for emergency situations, responding to incidents appropriately, maintaining an accident register, ensuring staff hold current first aid qualifications, managing First Aid Kits, and providing staff with training and access to relevant emergency information.

General Health and Safety Operations

This includes policies on animal interactions, hygiene and food safety, smoke-free environments, and rules regarding alcohol and substances.

Emergency and Evacuation Policy

CYC Waiholā is committed to ensuring the safety of all children, staff, and visitors in the event of an emergency. All staff and children will be familiar with the emergency signal and evacuation process. On hearing the emergency signal, staff will direct children to leave the building calmly and proceed to the designated safe assembly area. Staff are responsible for checking all areas of the facility to ensure no children remain, supervising and supporting children during evacuation, and contacting emergency services if required. A roll call will be taken at the assembly area to ensure all children are accounted for, and the Operations Manager or delegate will advise when it is safe to re-enter or confirm next steps. Contact details for all children, including emergency contacts, will be accessible to staff during evacuations. Evacuation drills will be conducted at least once per school term for before- and after-school programmes, and once per week for holiday programmes. Each drill will be documented, including the date, time, and the names and signatures of staff present.

Sun Safety at Ministry Camps

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

Transport Policy

By signing the enrolment form, caregivers give consent for CYC Waihola to transport their child as needed. Full transport safety procedures are outlined in the Safety & Management Policy.

SECTION 6: COMMUNITY WELLBEING

6.0 Supervision

General Supervision

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

Staffing

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

Supervision Ratios

Camper-to-leader ratios are determined by age group and activity risk, with a minimum of two leaders always present. All ratios are established through activity-based risk assessments to ensure the safety and wellbeing of children and staff, including for high-risk activities and off-site excursions.

6.1 Accommodation and Sleeping Arrangements

Gender Separation and Cabin Supervision

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

Transgender Campers

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

6.2 Behaviour Management

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

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

A step-by-step implementation plan for this Behaviour Management Policy is available and can be accessed [on our website](#).

6.3 Child Protection Procedures

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

Core Principles

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

Definition of Abuse

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

Disclosure and Reporting Process

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

Documentation

All disclosures and concerns are documented in an incident report, detailing what was shared, who was involved, and the steps taken.

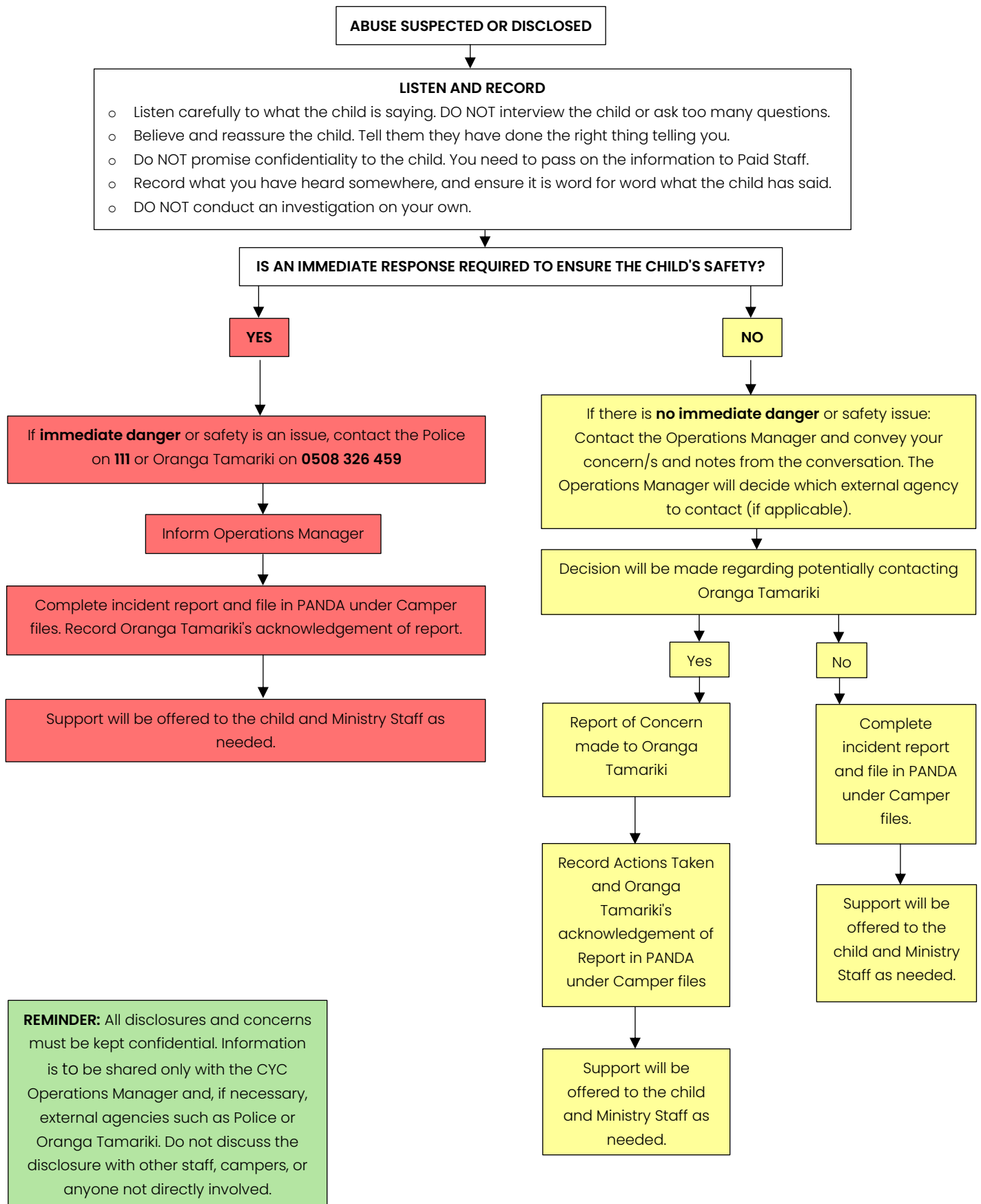
Training

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

6.4 Child Protection Flowchart

Child Protection Procedures: Responding to Disclosures, Concerns or Suspected Child Abuse

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



SECTION 7: SERVICE STAFFING

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

Ministry camps are managed administratively by the Camping Committee (a sub-committee of the governing body) and the Ministry Coordinator in the conjunction with the Operations Manager. The camp programs themselves are delivered by non-paid Ministry Staff.

7.0 Roles and Responsibilities

Ministry Staff report to the CYC Paid Staff.

The **Camp Director** is a mandatory role, held by someone aged 20 or older, who leads the camp and supervises all Ministry Staff.

The **Program Director** is an optional role for individuals aged 16 or older, responsible for running the camp program under the guidance of the **Camp Director**.

A **Senior Leader** must be at least 16 years old and is appointed based on experience and maturity.

Junior Leaders are also 16 or older but have less experience and work under the supervision of a **Senior Leader**.

Leaders in Training (LITs) are under 16 and are learning leadership skills. **LITs** are not counted in supervision ratios and must not be left alone with campers.

Day Helpers are aged 16 or older. They provide supervision but are not assigned as cabin leaders, although they may replace leaders if needed.

Speakers, aged 16 or older, deliver Christian content and may also fill leadership roles if required.

Cooks are generally 16 or older. Those under 16 may serve as **Kitchen Helpers** under supervision, but they are not counted in supervision ratios.

7.1 Recruitment of Ministry Staff

Candidates are usually referred by trusted community members such as church leaders, Camp Directors, or Council members. Applicants who are not known to CYC Waihola undergo additional reference checks.

The recruitment process includes the following:

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

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

Volunteer Service Agreements

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

7.2 Staff Code of Conduct

Required Behaviour from All Staff

All staff are expected to treat others with the highest moral standards. They must never engage in physical, emotional, or sexual abuse of others. Respectful manners and appropriate language must be maintained at all times.

Sexual Harassment

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

Staff / Client Relationships

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

The validity of this document is only guaranteed when received directly from the CYC Waihola Office. Latest version available on request.

Serious Misconduct

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

Misconduct Process

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

7.3 Staff Details

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

Paid Staff: refer to Safety & Management Policy.

7.4 Police Vetting

Who Must Be Vetted

Police vetting is carried out by the NZ Police Vetting Centre in Wellington and is valid for 3 years. It is required for all persons aged 14+ under the following conditions:

Vetted under [Exception 19\(3\)\(e\) of the Criminal Records \(Clean Slate\) Act 2004](#): all Ministry Staff, anyone living on the camp property, and Paid Staff: refer to Safety & Management Policy.

Vetted under [Section 16 of the Criminal Records \(Clean Slate\) Act 2004](#): volunteers who work at camp at least once a week, Council of Management members and sub-committee members, anyone residing on camp during ministry camps, and anyone staying on-site for more than 4 consecutive weeks.

Non-NZ Police Vetting

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

Vetting Results

Individuals will not be permitted onsite during ministry camps if their police vet reveals convictions related to child abuse or exploitation, recent violence, abuse or sexual offences. Individuals are also excluded if an "Electronic Red Stamp" warning has been issued by NZ Police.

Confidentiality

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

7.5 Referees

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

Referee Criteria:

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

Referee Follow-up:

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

The validity of this document is only guaranteed when received directly from the CYC Waihola Office. Latest version available on request.

7.6 Training

Induction Training

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

Full induction training is valid for three years. A refresher course (outlining Health and Safety requirements, Code of Conduct, Child Abuse Disclosure and Reporting, Incident/Accident Reporting, Behaviour Management Guidelines) is completed every 6 months to ensure all Ministry Staff remain competent. Training records are stored both digitally via JotForm and Panda Contact Manager. High-risk activities require both online and practical training sign-off. Printed materials are available for those unable to complete training online. Additional training includes Risk Management Training, required for all staff involved in safety-sensitive roles.

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

Training Levels

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

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

7.7 Drug and Alcohol Policy

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

7.8 Staff Fatigue Policy

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

7.9 Staff Performance Reviews

CYC Waiholā is committed to the ongoing development and assessment of its Ministry Staff to ensure the highest standards of care and supervision for all children and young people attending our camps. At the conclusion of each ministry camp, the Camp Director completes a post-camp report that evaluates the performance of Ministry Staff, including their strengths, areas for improvement, and any relevant observations for future camp leaders. This report serves as a formal performance review and is stored securely in the Panda Contact Manager and the CYC Waiholā office. The information gathered is used to inform training and development plans, as well as to address any performance issues in accordance with CYC Waiholā's policies and procedures.

SECTION 8: MINISTRY CAMPS GOVERNANCE AND MANAGEMENT

8.0 Governance and Management:

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

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

Camp Records:

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

Financial Management:

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

SECTION 9: PRIVACY POLICY

9.0 Information Collection, Disclosure, and Storage

CYC Waihola manages all personal information in line with the Privacy Act 2020. Information such as contact details, identification, financial records, and communications is collected only as needed to operate ministry camps, manage services, meet legal obligations, and ensure safety.

Information may be shared with service providers, agencies, or authorities where required by law, to protect safety, or with consent. Data is stored securely with access restricted to authorised personnel.

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

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

Appendix: Glossary – Definitions and Terms Used in this Document

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

Appendix 3: Review Changes

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

08 November 2018 – Annual Review

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

09 August 2016 – Major Review

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

31 October 2014 – Major Review

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

16 August 2014 – Annual Review

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

1 June 2024 – Annual Review

Several updates were made to improve operational clarity and safety:

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

1 September 2025 – Annual Review

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