

LEOTC 'The Visit Guide'



The Clarke Homestead sheds are a great place to learn about the technology of the past and how we can all create our own sustainable technology.

Preserving, sausage making, cheese and butter making, leather work, candle and soap making – all cottage industries from the past that can show us how to be sustainable today.



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LEOTC 'The Visit Guide'

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Kiwi North as an Educational Resource



Before you book a visit read our 'Guide for Educators' which contains information about our resources, our learning intentions and our partner sites within the Tai Tokerau Educational Resources Network.

In 'The Visit Guide' you will find a booking form, the Kiwi North RAMS, Kiwi North's Child Protection information, information for accompanying adults, a sample programme with site map, travel subsidy information, an invoice template, feedback and evaluation forms.

See 'What's in Our Future' for ideas of how you can incorporate Science and Technology visits into your teaching schedule.

Who & how many can visit

The LEOTC Educator will facilitate programmes for students in years 1 – 15 of school or home educated groups

Adults that are supervising students in 1:6 ratio can visit for free as they are supporting the learning programme

Kiwi North: Museum, Kiwi House and Heritage Park can accommodate a maximum of 120 students per day

The Education Centre can accommodate a maximum of 50 students as a base for activities and lunch

Costs

There is a minimum cost of \$2 for every student that engages with the LEOTC Educator on or off-site

A \$5 charge per student is the average cost of a visit to Kiwi North. Please see the Booking Form for further information

See the Travel Subsidy information in 'The Visit Guide'

Arranging a visit

Follow these steps to plan and book your learning experience:

1. Give us a call or send us an email to discuss your requirements and book your 'pre-visit'
2. Help us to identify your students' requirements, stage of learning, areas of interest and scaffold the learning intentions
3. Receive your itemised programme and pre-visit information
4. Ensure that all members of your team have a copy of the 'The Visit Guide'
5. Return your completed Booking Form with your emergency contact details

Cancellation Policy

If you do need to cancel your confirmed booking, we require at least 7 days' notice.

Cancellations made within 7 days of your visit will incur a 50% cancellation fee.

Cancellations made on the day or "no shows" will be invoiced at 100%.

Housekeeping

1. You will have a programme for your visit which must be followed to ensure the safety of all students. If you receive your programme and would like to change it please let us know prior to your arrival
2. On arrival in car park 2 you will be welcomed and taken to the Education Centre. This is a good place to leave your bags and water bottles rather than take them to the Museum and Kiwi House.
3. First Aid is available in the Education Centre, Kiwi House and Museum offices
4. Emergency evacuation notices are around the park and buildings. Please be aware of where your emergency exits and meeting sites are from the different locations.
5. General hazards, such as train activity on the day of your visit, will be explained to you by the Educator during your induction
6. There are no café facilities at Kiwi North. Bring your own food and drink, you can recycle your packaging and left-over food on site but please take away your rubbish. There will be tea and coffee for adults provided in the Education Centre
7. Toilets are available in car park 2, in the Education Centre, in the Kiwi House and in the Museum
8. Bring suitable clothing to suit activities and weather
9. This is a Museum and Heritage Park with many potential dangers – please be familiar with our RAMS, ensure that students are aware of their basic safety around the roads and rails and that they are respectful of our collection items
10. If you are unsure of anything, please speak with your Educator
11. Check your invoicing sheet at the induction stage of your visit
12. If you are going to be late please call us 094389630 or 0275503905
13. Please arrive at car park 2
14. Stay in your groups at all times

Before you arrive, please ensure:

- That teachers are easily identifiable.
- That each adult helper has been provided with a printed programme and a register of the students in their group

LEOTC BOOKING FORM 2017

In order to offer you a quality service we are asking **WHO** you are, **WHAT** you would like to experience, **WHERE** you would like to have your visit and **WHEN**.

WHO 1: School/Home School Network/Te Kura Name:

Please circle one: Area/Composite/Primary/Secondary/High

District: FN/Wh/Ka Decile:

Emergency Contacts:

Teacher 1 Name:

Cell Phone:

Email:

Teacher 2 Name:

Cell Phone:

Email:

WHO 2: Number of Students /Adults / Teachers:

Year 0 - 3	Year 4 - 6	Year 7 - 8	Year 9 - 10	Year 11 -15	Total	Adults	Teachers

WHO 3: Information about your students' requirements whilst visiting us:

Health / Welfare / Behaviour / Diet / Learning / Language / Culture

WHAT 1: NZC/TMoA Level: 1 / 2 / 3 / 4 / 5 / 6 / 7 / 8

Curriculum focus / Expected learning outcomes?

Are you at the start / middle / end of your unit of study?

WHAT 2: Your visit programme mapped to your NZ curriculum units of study:

Your Themes & Topics	Science	Maths & Statistics	Technology	English	The Arts	Social Science	Health & Physical Education

WHERE: Please indicate your preferred venue:

Kiwi North	Aroha Island	Bream Head Conservation Trust
Kauri Museum	Butler Point Museum	Dragonfly Springs Wetlands
Hikurangi Museum	Kaikohe Pioneer Village	Packard & Pioneer Museum
Dargaville Museum	Jack Morgan Museum	Clapham's National Clock Museum
Waipu Museum	Whangaroa Museum	Matakohe/Limestone Island

WHEN: Booking Date:

Visit Date:

Arrival Time:

Morning Tea:

Lunch:

Departure:

Considerations for you:

HOW MUCH

Venue	Organisation	Contact	Charges pp	+ GST Total pp	Invoicing
Kiwi North on-site	LEOTC	Shirley Peterson	\$4.35	\$5.00	Kiwi North
Northland wide	LEOTC	Shirley Peterson	\$1.74	\$2.00	Kiwi North

Programmes may include these optional activities at the follow cost:

Tenant Clubs at Kiwi North:	Charges pp	+ GST Total pp
Planetarium North	\$4.35	\$5.00
Rock & Mineral	\$2.00/\$5.00	\$2.30/\$5.75
Steam Railway	\$100 + \$1.00pp	\$115 + \$1.15pp
Vintage Cars	\$1.00	\$1.15
Stationary Engines	\$0.50	\$0.58
Vintage Farm Machines	\$2.00	\$2.30
Medical Museum	donations	
Bird Recovery	donations	

Please note:

- Planetarium North: minimum 15 people. Charges for accompanying adults \$10pp
- Rock and Mineral Club.....\$2.00 junior students/\$5.00 NCEA students
- Steam & Model Railway Club..... \$100+ GST Train Hire plus pp charges
- Miniature Trains – book directly with Rodney White: rtw@slingshot.co.nz & thewrinkles@clear.net.nz

YOUR PERSONALISED VISIT INVOICE:

Venue	Organisation/s included in your programme	Contact/s	Total Charges pp	Invoice Total Total Charges for your group	How will you pay? EFTPOS/CASH/POST VISIT INVOICE
			\$	\$	

SUBSIDIES & SPECIAL OFFERS:

School Decile Rating

Travel Subsidy Required Y/N

Special offers:

T's & C's:

- If you do need to cancel your confirmed booking, we require at least 7 days' notice. Cancellations made within 7 days of your visit will incur a 50% cancellation fee. Cancellations made on the day or "no shows" will be invoiced at 100%.
- Bring food and drink, recycle your packaging and left-over food on site but please take away your rubbish
- Bring suitable clothing to suit activities and weather
- I am aware of the ratio of 1:6 (or 1:3 in some circumstances) and that all adults over this ratio will be charged at the full rate. Y / N
- I agree that Kiwi North can use photos of my students for internet and hard copy use. Y / N
- Do you agree with the RAMS document? Y / N
- Do you require preparation documents and resources? Y / N
- Do you require follow up documents and resources? Y / N
- We require your evaluation form. Thank you.

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Educational Visits to Kiwi North - Risk Assessment Management Strategy (R.A.M.S)

Education / School visits

We want you, your students and accompanying adults to have a safe, successful and enjoyable visit.

We suggest that you involve your students in planning for their visit, and ensure they appreciate their visit is intended to be a quality learning experience.

Students should be encouraged to identify behaviours that are most appropriate for their visit. For example, the nocturnal kiwi house is a dark, quiet environment and students need to walk through calmly and quietly, speaking in whispers if they are to maximise their chances of seeing the kiwi. The Museum contains significant taonga/treasures from both Maori and Pakeha culture. Students need to be able to demonstrate respect for cultures other than their own by approaching taonga/treasures in appropriate ways as directed by signs and staff in the Museum.

The following is guidance only to make you aware of the risks that have been identified within Kiwi North; however, other unidentified hazards could be present. If you do identify any hazards, please make a member of staff aware of the problem so that we can do something about it as quickly as possible.

Risk Assessment Guidance

We are members of the Museums' Association of Aotearoa and are developing policies for the park using the Occupational Safety and Health regulations.

It is strongly recommended where possible that all teachers make a pre-visit to the Heritage Park site and carry out their own risk assessment before undertaking an outing with children. Please contact the Museum Educator to organise your courtesy visit. In the event that a pre-visit is impossible, this document provides a general outline of risks and controls identified.

It is essential that students are supervised throughout their visit to the Heritage Park in accordance with your governing body's requirements. (See note below about adult/pupil ratios)

Where a student has severe special needs, and a carer is essential, the entry fee of the carer will be excluded from admission charges (please advise staff when making a booking).

It is essential that the students understand:

- the aims and objectives of the visit
- how to avoid specific dangers and why they should follow the rules - both ours and yours
- why safety precautions are in place and what standard of behaviour is expected
- who is responsible for the group
- what to do if approached by anyone from outside the group
- what to do if separated from the group

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SUMMARY

Take care of yourself and your friends, take care of our flora and fauna, take care of our park and our Taonga/treasures.

Walk on the paths provided, do not climb, respect the creatures that live here, beware that items here may hurt you and can easily be damaged.

The location of emergency equipment, exits, first aid equipment and staff that can help you are shown in the Education Centre. Emergency contact numbers are also there. Use the Education Centre as your base for your visit.

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HAZARDS AND RISKS, & CONTROLS

Hazard and risk: Contact with live animals at the Heritage Park – risk of accidental injury

***Controls:**

- Warning and advisory signs are displayed – birds. School parties are to use designated footpaths or bush tracks only
- Paddocks where stock (cattle) is held are to be avoided. Grass areas may have rabbit holes to avoid
- Feeding, chasing, handling or otherwise causing distress to the stock or free-roaming birds (chickens, ducks, pukekos, doves) is strongly discouraged
- Live fauna (kiwi, geckos, birds, fish etc.) are only to be handled by Kiwi North husbandry staff in controlled circumstances as designated by appropriate regulatory authorities e.g. DOC
- Wild birds/minibeasts/animals in the bush will not be handled unless as part of scientific study under strictly controlled circumstances
- Staff and volunteers at The Native Bird Recovery Centre will guide visitors around the Aviary and Information Room but the 'hospital' and recovery facilities are private areas
- Wash hand basins/ hand sanitising facilities are provided

Hazard and risk: Contact with historical artefacts – risk of accidental injury/contamination

***Controls:**

- Objects in the handling collection are regularly sanitised and checked between each school visit. Look out for sharp edges, moving parts & heavy objects.
- Supervision by staff throughout the museum, education rooms and historic buildings
- Supervision by responsible adults/parents/teachers/helpers throughout the museum, education rooms and historic buildings
- No handling of objects/items except during organised and supervised sessions i.e. no handling during morning tea or lunch times
- No object with a numbered ticket/label or display sign (accessioned collection items) are to be handled, used or climbed into or onto

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Hazard and risk: Hygiene cross-contamination

***Controls:**

- No handling of objects/items except during organised and supervised sessions i.e. no handling during morning tea and lunch times
- Separate hand washing and dish washing wash hand-basins provided at the Education Centre
- Hands to be washed before food preparation activities and personal hygiene rules to be observed as directed by Educator
- Handling objects are sanitised and cleansed after each school visit
- Costumes are sanitised/laundered after each school visit

3

Hazard and risk: Deep water, streams, and ponds – risk of falling in water and drowning

***Controls:**

- Hazards are fenced when near footpaths and walkways
- Visiting school groups are kept away from the river and waterfall
- If students are working near these areas, correct adult : student ratios to be maintained and students will work in pairs

Hazard and risk: Use of powders, paints, chemicals in educational activities – danger of ingestion, inhalation, skin contamination, accidental spills

***Controls**

- Provision of various activities at the discretion of the supervising educator
- Age-appropriateness of activity and suitability for use with the group in question at the discretion of the supervising educator
- Preference is for minimal hazardous materials, those deemed safe for use with children and those carrying appropriate referencing
- All materials to be used in accordance with manufacturer's instructions, under adult supervision and for designated purposes only
- Washable ink to be used in the Schoolroom
- Hand-washing facilities and emergency first-aid provided in Education Centre
- Safety specs/goggles, dust masks and other protective clothing to be worn when experimenting with chemicals which might cause eye irritation and otherwise have explosive potential

Hazard and risk: Darkness in the Kiwi House – risk of injury from falls, collisions and tripping

***Controls:**

- Transition corridor is used so that visitors have time to allow their eyesight to become accustomed to low light levels
- Visitors should at all times walk slowly, without pushing
- Visitors should walk through the kiwi house in the direction/flow path indicated by signage unless otherwise instructed to do so by a member of staff
- Numbers moving through the kiwi house are restricted to avoid over-crowding
- Visitors should use the hand rail around the perimeter of the kiwi enclosure for stability
- Seating is provided for visitors who need a rest
- Low level lighting at floor level provides a pathway guide

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Hazard and risk: Activities in the Kiwi House – risk of injury from falls, collisions and tripping

***Controls:**

- Monitor numbers of students using each interactive activity to avoid bumping heads and trapping fingers
- Be aware of doorstops at floor level and hand rail at child's head height
- Small children to be supported to use the small foot stalls to aid their viewing
- Be aware of the emergency exit door
- Supervise children around the fish tank filter unit pipes and cables
- Adults to lead the way through the heavy internal doors

Hazard and risk: Reception area and Foyer area – risk of injury from automatic doors, lift, electrical equipment and shop display stands

***Controls:**

- Keep children away from the freezer and fridge unit doors
- Students are not to use the internal lift. The lift is available for those that need to use it for medical/accessibility reasons
- Adults should lead through heavy internal doors and not let children push the door release buttons to the side of the doors
- Supervise children carefully around shop displays that are mounted on stands that can be pushed over

Hazard and risk: Climbing on buildings, engines, railings, nets, fencing, walls, seating, raised garden areas, uneven paths, sloping paths, wet wooden decks, rocks & boulders, pillars, trees, posts and sculptures – risk of injury from slipping, tripping and falling

***Controls:**

- Students are instructed not to climb up, on, through or over objects while at the park and **especially not on the stone walls, rocks, tools, signs, machinery or kauri logs.** Accompanying teachers and parents re-iterate this message and supervise at all times. Stiles are provided to avoid climbing over fences and gates when using bush walks and tracks
- Students must not trespass on Club property including station buildings, engine sheds, railway lines, tunnels, water towers, signal towers. Students are not permitted inside Club buildings unless the building is staffed appropriately and students are invited to enter
- Working machinery (Stationary Engine Club) is fenced and students must remain on guided pathways to view working machinery
- Heritage engines, displays, machinery or equipment must **not** be operated by **ANY VISITORS** except under the guidance and direction of Education Staff or other appropriate Kiwi North staff

Hazard and risk: Electrical equipment – risk of electric shock

***Controls:**

- Children must not interfere with the cable housing around ipads, laptops, monitors, TVs, DVD players
- Supervise students around technology

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Hazard and risk: Vehicles moving within the park – risk of being hit by vehicles within the park.

***Controls:**

- Site speed limit 10 kilometres per hour
- Speed limit signs clearly marked and displayed
- Adherence to this is park policy for contractors and visitors alike
- Vehicle access on the internal road reduced to essential journeys during opening hours
- Vehicle access restricted to certain areas
- Avoid the area at the entrance to the internal road as buses enter car park 1 and turn around using the internal road
- Designated car parks must be used by visitors – Gate 2 for school groups
- Children must walk in a controlled manner from venue to venue and should avoid being unsupervised in the car-parks
- Children must be accompanied by responsible adults at all times
- Visitors should use designated footpaths, not the internal roads, wherever possible
- Railway line crossing restricted by safety gates when trains are running, together with warning bells and lights when vehicles are operational. Always take care when crossing tracks

Hazard and risk: General public – child welfare risk

***Controls:**

- Education Centre is for exclusive use of school groups and is not open for public access
- Each group will have its own procedure if children are separated from their groups
- Children under 12 years must be accompanied by an adult at all times
- Kiwi North staff will contact group leaders in the event of children becoming separated from the group. Please provide us with a cell phone number on the booking form
- Recommended that adults in charge of groups of children have a working cell phone with them at all times and that at least one emergency contact number is provided
- Activities that require students to move around the park unaccompanied must be notified to Kiwi North staff in advance of the visit

Hazard and risk: General public – becoming lost/disorientated/separated from group

***Controls:**

- Itinerary or day programme for each group gives times and locations of activities. This is provided in advance of visits
- Map(s) showing location of all venues/buildings provided prior to visit and available throughout Kiwi North
- Large groups are subdivided into smaller units each under the control of an Educator/teacher/responsible adult
- Follow marked footpaths and stick to the marked trails/tracks in the bush
- Follow the guide/Educator's instructions and directions and stay with your group
- Signage throughout the park indicates routes from one place to another
- If you become separated from your group, use the emergency cell phone contact or return to the Education Centre or seek help from Kiwi North staff

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Hazard and risk: Building on Fire or fire in Education Centre – risk of injury from fire or panic

***Controls:**

- Evacuation procedure induction and safety talk will be given at the start of every school group visit
- Emergency exits clearly indicated in all areas
- Emergency exits kept free from blockage or obstruction at all times
- Fire Fighting equipment is accessible in all areas and regularly maintained
- Building Warrant Certificate (Museum)
- Maximum occupation capacities are not to be exceeded
- Emergency System notices displayed (Education Centre, Museum, Kiwi House and historic buildings)
- Functioning Smoke Detectors in all areas
- Emergency Lighting in Museum and Kiwi House
- Removal of rubbish daily – Kiwi North has a take-home policy for rubbish and would politely request that all schools adhere to this
- Paper waste to be placed in appropriate bin

Hazard and risk: Train and vintage vehicles rides – risk of injury – falling out, injuring extended limbs

***Controls:**

- All vehicles are stationary when students get on or off
- Students get on/off in an orderly and controlled manner
- Students only get on or off vehicles at designated safe stopping points
- Precise instruction given by staff and responsible adults/riders will supervise at all times
- Adults seated at the ends of rows. Children will be seated and remain fully inside vehicles at all times
- Maximum safe capacity not to be exceeded
- Sit-on trains(mini trains) - hand holds, safety rails and footrests must be used as directed by staff

Hazard and risk: Historic buildings – steps, decks, heavy furniture, and hinged lids – risk of injury, slips, bumping, jamming and tripping

Controls:

- Careful instruction and adult supervision at all times
- Group size restricted to safe control numbers
- Walking through and around the building (no running)- special care must be taken when wet and when surfaces are uneven

Hazard and risk: Museum archives – steps, racking, confined spaces – risk of injury, slips bumping, jamming, tripping, objects falling

Controls:

- Careful instruction and adult supervision at all times
- Group size restricted to safe control numbers
- The availability of activities and the range of activities offered is at the discretion of the supervising Educator

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Hazard and risk: Activities – Heritage games, stilts, jump ropes, physical activities – risk of falls, trips, bumps

Controls:

- The availability of activities and the range of activities offered is at the discretion of the supervising Educator
- Careful instruction and adult supervision at all times
- Active games always on grassed areas or suitable indoors area
- Group size restricted to safe control numbers
- Educators and other staff are trained for the provision of workplace first aid
- First aid points in Education Centre, Kiwi House, and Museum. Portable kit to be carried for bush walks

Hazard and risk: Weather protection – extreme heat or cold, wet weather, sunny conditions – risk of sun burn or chill

Controls:

- Sunscreen is provided in the Education Centre
- Tree shade throughout the park
- Appropriate clothing to be brought for each student
- Umbrellas are provided in the Education Centre

Hazard and risk: Civil defence emergencies – forest fire, flood, severe weather warning, cyclone event, earthquake, contagious diseases, explosions, power cut, Armed Offenders Squad call out – risk of harm

***Controls:**

- Postpone visit when prior warning given
- If safe and appropriate, and check first with relevant services, evacuate as soon as possible
- Assemble in the Education Centre or at the nearest evacuation site/assembly area
- Limit spread of infection with regular wiping of surfaces, hand sanitiser, good hygiene practices

Hazard and risk: Handling organic and inorganic substances – rocks, metals, minerals, soil, soap, fresh produce and crystals – risk of skin irritation, absorption and inhalation

***Controls:**

- No substance will be provided that is listed as a controlled substance
- Cotton and latex gloves will be provided for use as required
- Resources will be labelled to facilitate adult supervision of vulnerable children

NB. Supervision must be in accordance with your own governing body's requirements. The Museum ratio of 1 adult to every 6 children is a formula used to calculate funding discounts and NOT a recommendation on the grounds of health and safety.

Kiwi North bases its policy development on the Health and Safety Act 1992 and Amendments 2002 & 2015. Health and Safety audits are undertaken and emergency procedures are reviewed regularly.

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Outdoor Activities – supplementary matrix

Analysis		Description		
Risks Accident, injury, other forms of loss		<ul style="list-style-type: none"> Getting lost/wandering away from designated activity Vehicle accident Known medical condition e.g. Asthma or allergies Unexpected sickness 		
Causal Factors hazards, perils, dangers		People	Equipment	Environment
		<ul style="list-style-type: none"> Lack of supervision Poor organisation Hygiene Sunburn Grazed knee Stubbed toe Dehydration Hunger 	<ul style="list-style-type: none"> Transport problem Inadequate first aid kit Flat cell phone No coverage for cell phone No credit for cell phone 	<ul style="list-style-type: none"> Lack of sun shelter Public traffic through car parks Sharing environment and facilities with General public
Risk Management Strategies	normal operations	<ul style="list-style-type: none"> Correct ratio of students to supervisors Parents to be advised and informed of RAMS, activities, timings guidelines, responsibilities Set clear guidelines and boundaries for ALL Take hand sanitizer Sun block to be applied and sunhats to be worn if necessary Children must wear appropriate footwear with closed toe if necessary Take spare water Take spare food Ensure children bring their own food and drink 	<ul style="list-style-type: none"> Follow bus/company procedure as applicable Designated first aider to check kit and carry it with them at all times Adequate numbers of first aid kits for the group or groups All teachers, parents, helpers with cell phones to ensure they are fully charged and with credit 	<ul style="list-style-type: none"> Areas of shelter to be identified All children to have a sunhat Clear boundaries and behaviour expectations established for all Regular roll calls through the day Children to be accompanied at all times
	Emergency	<p>Teachers to count and mark all students and children present before leaving and returning. Optimal ratios of students to adults. Parent helpers to have individual lists of children they are responsible for. Adults to have individual maps of the site. Well-stocked first aid kit to be provided and also staff with first-aid certification. Teachers and supervisors to be advised of pre-existing medical conditions and have remedial medication if necessary. Vulnerable children to be identified.</p>		

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Your Notes:

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Kiwi North – in case of emergency:

EMERGENCY 111 Fire, Police, Ambulance

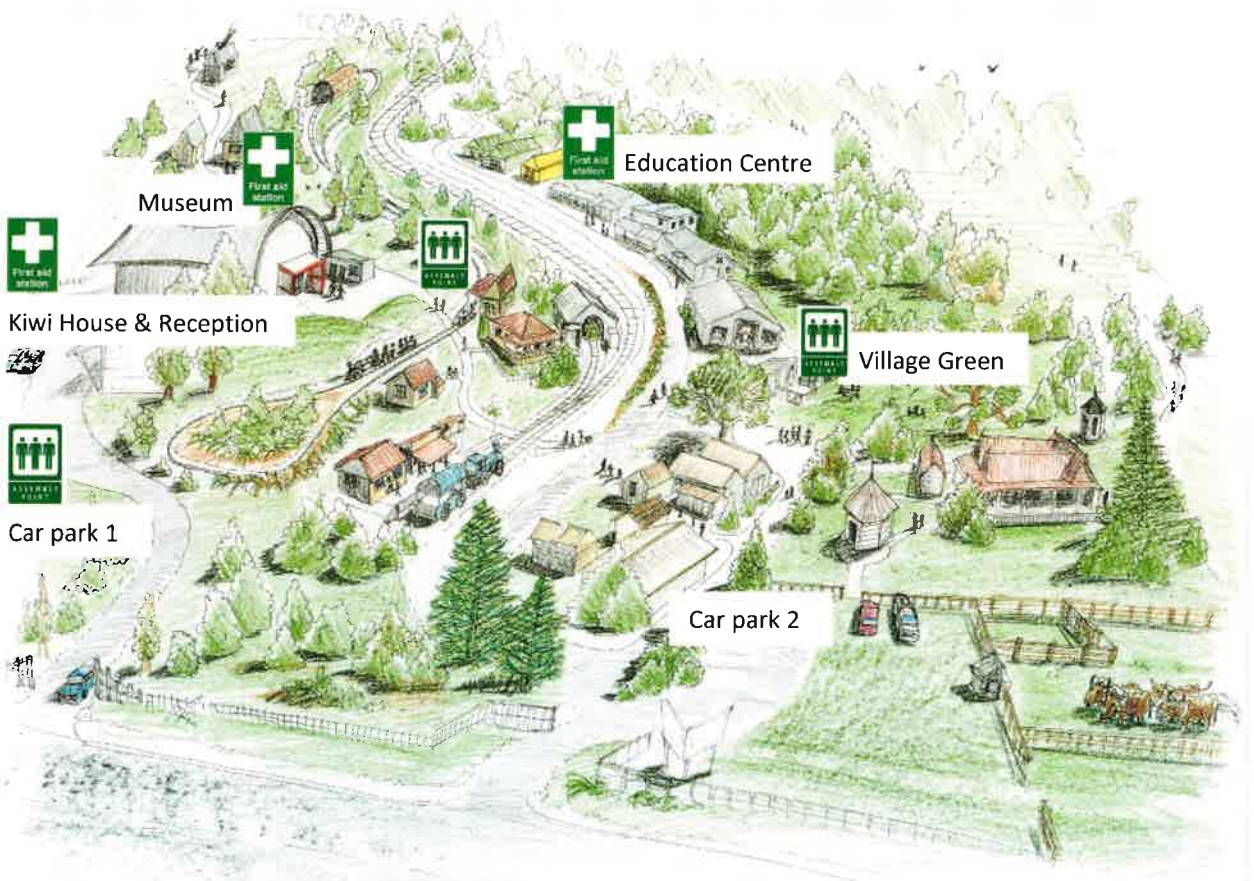
Park Director, Allie Fry	027 550 3994
Park Director, Linda Ace	09 438 9630 x 702
Educator, Shirley Peterson	027 550 3905
Reception	09 438 9630 x 700, 713

First Aid & trained staff:

- Education Centre
- Reception of Kiwi House
- Museum offices

Assembly points:

- Village Green
- Concrete footpath below Museum and hill
- Car park 1 entrance to Kiwi House and Reception



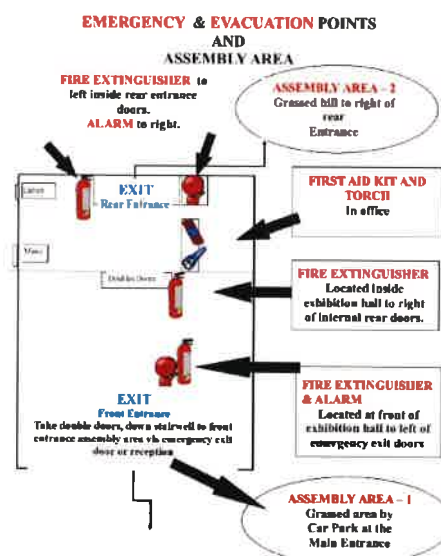
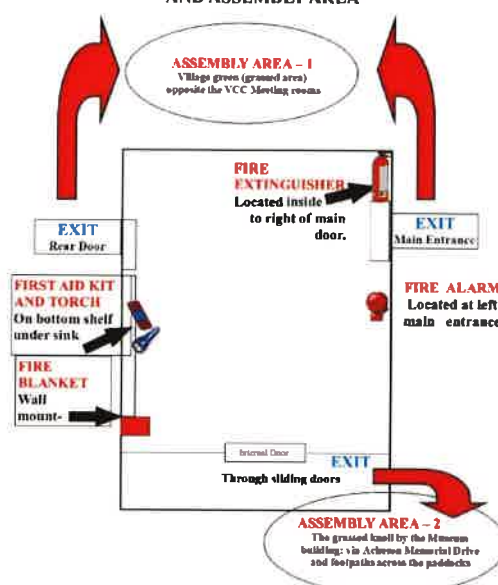
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In the Education Centre look for these signs:

- Emergency signs: RED
- First Aid signs: GREEN
- Exit signs: GREEN
- Assembly points: GREEN
- Health, Safety & Hygiene signs: YELLOW

You may wish to familiarise yourself and your team of supervisors with our Emergency and Evacuation plans prior to your visit to Kiwi North.

EDUCATION CENTRE
Acheson Drive, Lower Park
EMERGENCY & EVACUATION POINTS
AND ASSEMBLY AREA



Kiwi North Child Protection Policy

Written: July 2016

Author: Shirley Peterson, LEOTC Educator Kiwi North

Ratified by Kiwi North Board of Trustees: June 2017

Designated Person for Child Welfare: Allie Fry

To be Reviewed by Kiwi North Board of Trustees on or before: June 2018

Stored in H:/administration/policies

Overview of Policy

Purpose of policy

To outline our commitment to safeguarding our visitors.

To offer procedures and processes that promote and maintain an environment and services that are safe for children of all ages.

This policy is required to ensure that Kiwi North offers a consistently high standard of care and provision for children, their families and/or their carers. Kiwi North offers many attractions and services that are frequently used by children, their families and/or their carers, we want our community to trust the level of professionalism that we offer and the transparency of this policy should underpin that trust.

This document will enable staff and volunteers to feel confident in their ability to identify and respond to situations and indicators of need. It includes our protocols for when concerns are reported to us, suspected by us or involve our own behaviour.

With staff and volunteers operating as lone workers in isolation and sometimes with responsibility for unsupervised children, these processes and procedures will offer guidance to protect the children in our care and respond to their needs effectively.

This policy expects that all persons will offer due care for the wellbeing and protection of each and every child that we have contact with and will follow these guidelines at all times to provide an environment and service that is safe, free from neglect and deprivation, physical, emotional, verbal or sexual harm.

Intended audience

All persons that operate within the physical site of Kiwi North or as representatives of it: staff, volunteers, contractors and club members.

Scope of policy

All clubs and societies that operate within the Kiwi North Heritage Park, paid staff and volunteers working on and off-site as representatives of Kiwi North, contractors and Corrections personnel associated with Kiwi North.

Principles of this policy

The wellbeing and protection of each and every child is paramount to our service delivery

That every encounter with children, their families and/or carers is a positive one

That we do not endanger children, their families and/or carers by any action that we may take or decide not to take

That we are aware of the behaviour and language that may signal that a child is particularly vulnerable and pay attention that the child's needs are met

That we know how to follow up any indicators of possible abuse or neglect to ensure that the child's needs maybe met long term

We are committed to supporting our staff, volunteers, partner organisations and community to ensure that everyone is able to engage in protecting children

We will comply with relevant legislation, work with relevant legal bodies and meet our duties and responsibilities under current legislation. This policy is consistent with Child, Youth and Family and Police guidelines and future revisions will be checked to ensure continued consistency.

That we all form open channels of communication with Kiwi North management and board representatives with responsibility for child welfare, and they in turn have relationships with external agencies that promote the sharing of timely information.

That we have respect for an individual's privacy, have regard to the confidentiality expected within these processes but that we do not ignore poor practice or operate within a culture of collusion

Key Terms and Concepts

Child or young person: anyone aged under 17 years of age

Designated child welfare manager: person responsible for providing staff training, advice and support

CY&F Child Youth & Family: the government agency responsible for investigating and responding to suspected abuse and neglect

Safeguarding: our moral and ethical duty to be aware of and be prepared to act to keep our community and visitors safe

Transparency: that our colleagues, our community and visitors are aware that we actively safeguard our young visitors

Disclosure: information given by a child, parent or other person in relation to abuse or neglect

Indicators of need: children who are subject to abuse and neglect will exhibit signs and symptoms through their behaviour and language that will act as indicators of such abuse to those around them

Concerns: feeling uncomfortable with the behaviour or language of a child or adult and communicating that concern

Lone workers operating in isolation: driving a car with passengers; operating a train with passengers; taking a group around the archives, museum or kiwi house; leading a tour or a nature walk; delivering a talk in the planetarium or in the education centre. These can all be examples of staff or volunteers operating alone

Responsibility for unsupervised children: Children SHOULD be supervised by a FAMILIAR adult whilst in the presence of staff and volunteers whenever possible. When this is not possible staff and volunteers should assume responsibility in order to safeguard that child

Abuse: includes physical, emotional and sexual abuse which is the direct consequence of a deliberate act or an act of omission which results in harm to a child

Neglect: the deliberate act or an act of omission which results in the denying of appropriate food, warmth, rest, stimulation, emotion or safe environment to a child

Wellbeing: a status quo in which a child can grow, learn, develop and prosper

Protection: supporting and defending that which we know is right whilst challenging and reporting that which we know to be wrong. Child protection does not require our staff and volunteers to put themselves in danger or positions of conflict

Endanger: knowingly or not our behaviour and communication might create a situation that creates an opportunity for abuse of a child by others. The use of social media is one such case

Behaviour and language that may signal that a child is particularly vulnerable: as with the signs and symptoms that are indicators of need we can observe that which is different and extraordinary amongst children, that which is out of context, that which is extreme

Confidentiality: communication that is shared with the minimum number of individuals, is stored within secure access but is always shared with the originators knowing that confidentiality involves a chain of communication with possible consequential actions

Information sharing: concerns reported on a 'needs to know' basis following a clear line of communication and always within boundaries of confidentiality

Collusion: to not report a concern and to therefore collude with the abuse

Guidelines and processes

Identifying signs, symptoms, behaviour and language that may indicate possible abuse or neglect:

We understand that every situation is different and it is not for us to consider on our limited experience of a child if a situation is serious or not

We do not need to make an assessment of abuse or neglect

If you observe any of the following and recognise that collectively they are a cause of concern we should pass on the information so that others can make a full assessment:

Verbal or physical abuse, unexplained injuries, unusual itching, burns, fractures, untreated sickness, obsessive behaviour, poor social skills, poor speech skills, evidence of self-harm, inappropriate interests and/or behaviour, fear, disengagement, unsupervised, not comforted, neediness, aggression, dirty, inappropriate clothing, hungry, anxious, bullying another child or being bullied by a child or adult, criticism, exploitation.

How to respond to these indicators

Listen, observe and write down the details. Do not promise to keep any information confidential. Talk about the reporting process that you will follow.

If the child is in immediate danger call the police.

If no immediate danger is apparent to the child then the staff member or volunteer should call Child, Youth and Family 0508 326 459.

Call C, Y & F if you think a child may be in danger of harm, may be suffering from ill-treatment or if you are concerned and don't know what to do.

When you call C, Y & F tell them your concerns, share any details that you have written down, tell them the reasons that you think the child is at risk and any other information that you know.

Under the 1989 Children, Young Persons, and Their Families Act any report made in good faith will not result in proceedings being brought against them.

How to document and report incidents involving these indicators

All suspicions, observed incidents or third party reports of incidents should be reported by the member of staff or volunteer directly to Kiwi North's management with responsibility for child welfare as soon as possible following the incident.

The report is to be communicated to Child, Youth and Family via a secure server as soon as possible following the incident - cyfcallcentre@cyf.govt.nz 0508 326 459.

How to respond to a disclosure by a child

Be very clear that you are not able to keep the disclosed information to yourself. Make sure that the child understands that you will support them to tell a person in charge. Reassure them that they are doing the right thing as everyone deserves to be safe.

Inform or involve the Kiwi North management as soon as possible.

Procedure for recording and reporting a concern or allegation about a staff member or volunteer

All suspicions, observed incidents or third party reports of incidents should be reported by the visitor, member of staff or volunteer directly to Kiwi North's management with responsibility for child welfare as soon as possible following the incident.

Record the suspicion or incident on a reporting form. The hard copy of this form is to be stored confidentially at Kiwi North. The scanned hard copy is to be stored confidentially on the H drive at Kiwi North.

The report form is to be communicated to Child, Youth and Family via a secure server as soon as possible following the incident - cyfcallcentre@cyf.govt.nz 0508 326 459.

If there is a need to pursue a concern or allegation, consult with Child, Youth and Family or the Police before advising the person concerned.

If a police investigation ensues then full cooperation is to be provided to them.

Internal protocol following a concern or allegation about a staff member or volunteer

The employer/volunteer coordinator/Chair of the Board of Trustees shall inform the person if they are subject to disciplinary policies, guided by the employment contract and relevant statutory obligations.

The person has a right to seek support from the relevant union/representative body and/or seek legal advice and should be provided with an opportunity to respond to the concern or allegation.

If an internal investigation only is to be followed the Kiwi North manager with responsibility for child welfare along with a Human Resources Officer or Board Trustee and a professional advocate for the staff member or volunteer should discreetly and confidentially seek further information surrounding the allegation.

Interviews should be confidentially recorded.

If internal processes and procedures need to be addressed in light of the conclusions they should be formally reviewed and ratified by the Board of Trustees as soon as possible following the allegation.

Recruitment of staff and volunteers

Safety checking will be carried out in accordance with the Vulnerable Children Act 2014: Standard safety checking.

This will include: a police background check; identity verification; following up of references and an interview.

A work/volunteer history will be sought and previous employers/organisations will be contacted. If there is any suspicion that an applicant/volunteer might pose a risk to a child, that applicant/ volunteer will not be employed/engaged (workforce restriction, Vulnerable Children Act 2014).

Training, development and supervision for staff and volunteers

Training, resources and/or advice will be available to ensure that staff and volunteers can carry out their roles in terms of this policy.

Particular attention will be paid to information enabling:

- The understanding around child abuse and the indicators of child abuse
- The reduction of the risks of child abuse
- The understanding and complying with legal obligations in regard to child abuse
- Working with outside agencies on child abuse issues
- Planning of the environment and tasks to minimise risks
- Dealing with the child/family/carers

This policy will be included in the initial staff/volunteer induction programme

Further information and contacts

Kiwi North management with responsibility for child welfare

Kiwi North Human Resources Officer

Kiwi North Chair of Board of Trustees

Police

Child, Youth and Family

Review

This policy is central to our level of service to our community and visitors. It will have a profile in staff performance reviews, staff meetings, tenancy agreements, board meetings, our social media and the policy review cycle.

Summary

This policy expects that all persons that operate within the physical site of Kiwi North or as representatives of it will offer due care for the wellbeing of each and every child that we have contact with and will follow these guidelines at all times.

The wellbeing of each and every child is paramount to our service delivery.

We should be aware of the behaviour and language, signs and symptoms that may signal that a child is particularly vulnerable and pay attention that the child's needs are met.

This policy is central to our level of service to our community and visitors. It will have a profile in staff performance reviews, staff meetings, tenancy agreements, board meetings and the policy review cycle.

What to Expect for Accompanying Adults

Educational Visits to Kiwi North

We cannot offer this trip without your support as a parent helper. This will ensure that our group will have a valuable and safe learning experience. Thank you for your support.

Risk Assessment Management Strategy (R.A.M.S)

Kiwi North is a significant organisation, comprising several buildings which meet the Whangarei District Council requirements for safety and hygiene. The learning experience will take place throughout the Kiwi North site. As a public venue and a place of employment Kiwi North is required to be fully compliant with Occupational Safety and Health regulations. The tenant clubs within the Kiwi North Heritage Park operate as separate entities but are required to report to the Whangarei Museum Trust Board. Kiwi North staff have been trained in evacuation procedures in the event of fire, earthquake or bomb alert and first aid.

The lead teacher will have a copy of our R.A.M.S.

Coming prepared

The children in your group will need to bring the following equipment:

- Sunscreen
- A coat
- Footwear for walking in
- A hat
- Morning tea/lunch in a sealable container
- Drinking water in a sealable drinking container

School bags containing these items can be left safely in the Education Centre during your visit

What will we do?

*There is a programme for your visit with a set timetable which must be followed to ensure the safety of all students. Do you have a copy?

*On arrival do not sit students down in dangerous areas such the car park. Your Educator will greet you in car park 2 and move you to a designated space as soon as possible.

*There is no charge for adults, within the agreed ratio, who accompany school groups to Kiwi North: Whangarei Museum, Kiwi House and Heritage Park. We value your ability to closely supervise and engage the children and welcome your active involvement in our programmes.

Pause – take time to look

Prompt – what is this?

Praise – well done for

P: +64 9 438 9630
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Whangarei, Northland, New Zealand

Accompanying adults are responsible for ensuring that:

- *They provide active supervision and care: stay in close proximity and to be able to provide immediate assistance or direction to students
- *You have a list of the names of the students in your group so that you are able to make frequent roll calls. Students are to remain in these groups with you at all times.
- *Students do not eat or drink in galleries
- *All bags are left in the Education Centre
- *Students behave in an appropriate manner
- *Their group is in the correct venue on time
- *You know where to lead the children if you hear an emergency alarm
- *The security and cultural safety of collection items is observed
- *That students do not touch, climb or interfere with artefacts in any way
- *Students use pencils rather than pens, crayons, felt pens or marker pens unless these are provided

Facilities:

- *Kiwi North Shop. We ask that Primary School pupils on school trips do not go into the shop.
- *There is currently NO Café on site. Hot and cold drinks are available for adults in the Education Centre.
- *Morning break and lunch may be taken in the Education Centre, the Village Green picnic tables or other indoor spaces that we can book for you. Drinking fountains are found around the Heritage Park.
- *Toilets, telephones and first aid are available in the Museum offices, at the Kiwi House Reception Desk and in the Education Centre (no landline or cell reception). Toilets are also located near to Car Park 2.
- *Accessibility to the Museum and Kiwi House is via a ramp at the Car Park 1 entrance. Disabled parking is available. Wheelchairs are available free of charge. An internal lift is available between the Kiwi House and Museum.

If you take a ride on a vehicle:

- *Students must be seated at all times
- *Students must stay within the confines of the vehicle, no arms out of windows
- *The vehicle must be treated with respect. No eating, drinking or feet on seats
- *Members of the public may also be riding with you

Useful things to bring:

- *Digital camera and/or video camera with spare batteries and extra memory card
- *Drawing pencils and paper
- *Cell phone with school contact and bus company contacts

Please be considerate of other visitors and have a great time at Kiwi North

Programme and Itinerary for School Visits to Kiwi North, Whangarei

Date of visit: 1st December 2020

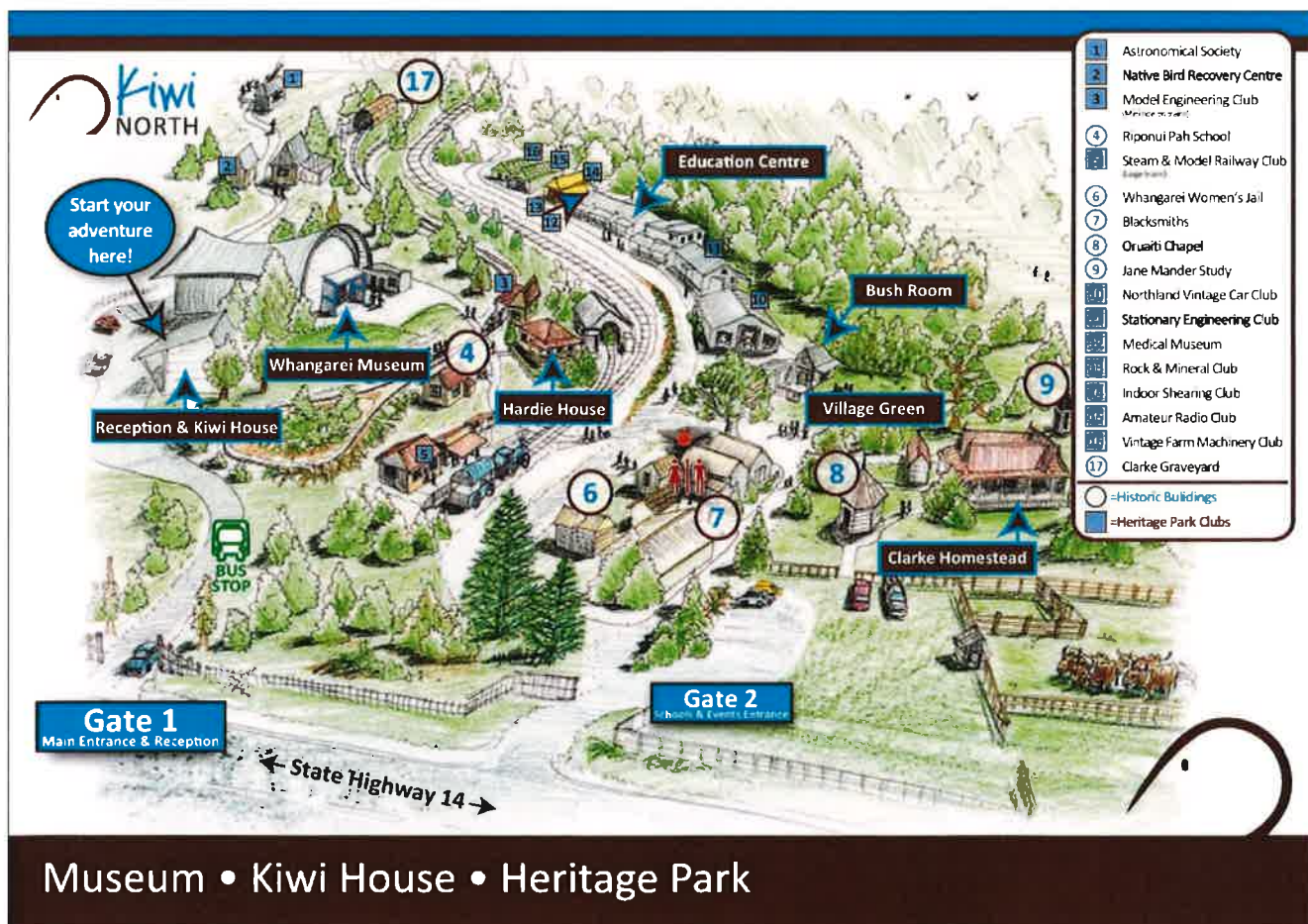
School: Example School

Number & Age of Students: Year 3: 22 & Year 4: 22



A Sample Programme

Times	Activity	Venue	Facilitator
10.00 – 10.15	Arrive	Car Park 2	Shirley
	Morning Tea	Education Centre	
10.15 – 10.55	Group 1	Homestead	Quiz
	Group 2	Museum	Trail
	Group 3	Education Centre	Shirley
10.55 – 11.35	Group 1	Museum	Trail
	Group 2	Education Centre	Shirley
	Group 3	Homestead	Quiz
11.35 – 12.15	Group 1	Education Centre	Shirley
	Group 2	Homestead	Quiz
	Group 3	Museum	Trail
12.15 – 12.45	Lunch	Education Centre or Village Green	Teachers
12.45 – 1.00	Tidy up and evaluations	Education Centre	Everyone
1.00	Depart	Car Park 2	Teachers



School Travel Subsidy 2017

What is it?

Kiwi North has secured funding from two charitable organisations specifically to assist schools with travel costs.

Who is it for?

This is available for lower decile schools in order to offset a portion of your travel costs incurred during your LEOTC visit.

How is it distributed?

The fund is limited to a fixed amount per LEOTC visit as we have a limited pool of funds. This ensures funds are spread across as many schools as possible.

Schools need to **book early and apply for the subsidy** in order to have funds set aside for them.

We are applying for more funding for this initiative so that we can continue to offer this subsidy throughout 2017. We can only offer this subsidy with outside funding support.

How do I access this subsidy?

1. Indicate EARLY to the Kiwi North Educator on your LEOTC BOOKING FORM that you want to make a claim.
2. Advise the number of students attending the visit in order to calculate your claim
3. We will check against available funds to allocate your subsidy to your school.
4. Kiwi North Educator will confirm subsidy amount back to you by email.
5. Immediately following your visit, the subsidy amount will be finalised according to the number of students that attended.
6. Forward your school invoice for the travel subsidy direct to our finance department finance@kiwinorth.co.nz include the school bank account details.
7. Kiwi North pays the funds directly to your school bank account.

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How much can my school claim?

For every child that attends the visit \$5 incl GST can be paid to the school (up to a max of \$250 incl GST per school)

ie. 10 children = \$50
 25 children = \$125
 65 children = \$250 maximum

This is regardless of private vehicle, or hired transport usage.

We will only pay this subsidy to the school and do not pay bus companies or hire firms directly. The claim is paid to the school after the visit.

Funds are limited, so will be on a first booked/confirmed basis and at the discretion of Kiwi North.

The LEOTC visit cost per student is still invoiced and paid separately by the school. Please refer to the LEOTC BOOKING FORM for the costs associated with different programmes.

For any further enquiries or questions please contact:
Kiwi North Educator on 094389630 ext 2 or email education@kiwinorth.co.nz

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 E: education@kiwinorth.co.nz
 500 State Highway 14
 PO Box 10135, Te Mai 0143
 Whangarei, Northland, New Zealand



Educational Visit (Advice of numbers for accounting)

		Booking reference 00.00.0000
Date of Visit:		
School contact information	Name:	
	Phone #:	
	Fax #:	
	Office E-mail:	
Contact person	Name:	
	E-mail:	

Number of children attending		@ \$0.00	\$
Number of adults 1 to 6 ratio		@ \$0.00	\$
Number of adults		@ \$0.00	\$
Optional Activities Costs		@ \$0.00	\$
TOTAL to be invoiced			\$

I confirm that these numbers are accurate and agree to our school being invoiced accordingly:

Signed	
Name of Group Leader /Signatory <i>Please print</i>	
Museum Educator	
Date	

If you have an order number or charge code or special instructions for invoicing for this account, please give details below:

Transport Subsidy – Yes/No Amount \$____.____



Feedback Evaluation Comments Suggestions

Term _ 20__

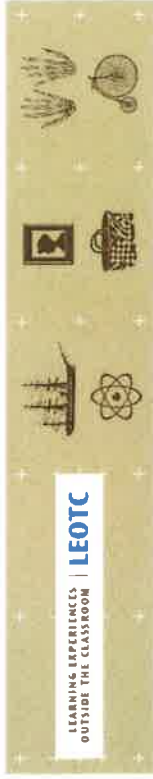
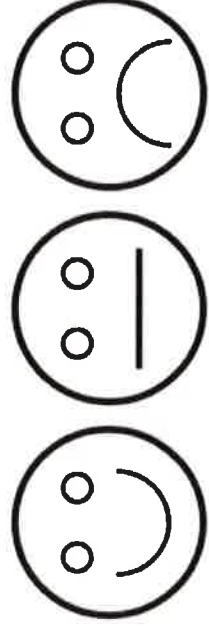
What did you ENJOY about your activities today?

What is the most amazing FACT that you LEARNT today?

What would you CHANGE about the activities to make them BETTER?

What other things SHOULD we do for school visits?

Which face is how YOU feel? Please circle one.



Feedback Evaluation Comments Suggestions

Term _ 20__

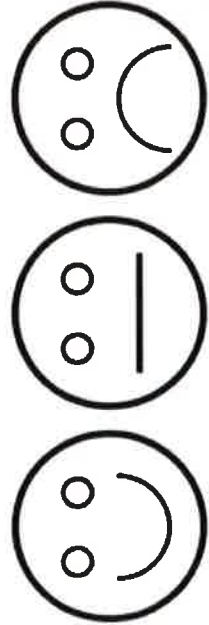
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Post Visit Evaluation: How did we do? We really appreciate your feedback. It is important to us and your comments will help us to improve the level of service that we offer. Please take the time to reflect on your visit and complete this form. Thank you!

Group: _____ Date of Visit: 2017 Age/Class Level: _____

Pre- visit Organisation						
Please circle a number to indicate your response (1= poor 5=great)						Comments
Response time to initial contact	⊗ 1	2	☹ 3	4	☺ 5	
Clarity of booking information	⊗ 1	2	☹ 3	4	☺ 5	
Choice of dates/days/times	⊗ 1	2	☹ 3	4	☺ 5	
Choice of programmes offered	⊗ 1	2	☹ 3	4	☺ 5	
Ease of organisation	⊗ 1	2	☹ 3	4	☺ 5	

Did you...

	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>	Comments
Have a pre-visit orientation meeting?			
Receive documents promptly?			
Discuss your visit objectives?			

During the Visit						
Please circle a number to indicate your response (1= poor 5=great)						Comments
Suitability of programme delivered	⊗ 1	2	☹ 3	4	☺ 5	
Knowledge of educator(s)	⊗ 1	2	☹ 3	4	☺ 5	
Variety of activities offered	⊗ 1	2	☹ 3	4	☺ 5	
Participation of students	⊗ 1	2	☹ 3	4	☺ 5	
Quality of facilities/hospitality	⊗ 1	2	☹ 3	4	☺ 5	

Comments:

Did we interpret your objectives correctly?	
Did the education experience deliver what you anticipated?	

We would like to keep you updated about our schools programmes by e-mail. Please make sure we have your correct e-mail or tick the box if you would prefer us **not** to contact you ☐

Your name _____

Your e-mail: _____

Thank you

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Post Visit Evaluation: How did we do? We really appreciate your feedback. It is important to us and your comments will help us to improve the level of service that we offer. Please take the time to reflect on your visit and complete this form. Thank you!

Group: _____ Date of Visit: 2017 Age/Class Level: _____

Visit Organisation						
<i>Please circle a number to indicate your response (1= poor 5=great)</i>						Comments
Ease of organisation	⊗ 1	2	☹ 3	4	☺ 5	

Did you...

	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>	Comments
Have all of the information that you needed?			
Find it easy to support the students learning?			

During the Visit						
<i>Please circle a number to indicate your response (1= poor 5=great)</i>						Comments
Suitability of programme delivered	⊗ 1	2	☹ 3	4	☺ 5	
Knowledge of educator(s)	⊗ 1	2	☹ 3	4	☺ 5	
Variety of activities offered	⊗ 1	2	☹ 3	4	☺ 5	
Participation of students	⊗ 1	2	☹ 3	4	☺ 5	
Quality of facilities/hospitality	⊗ 1	2	☹ 3	4	☺ 5	

Comments:

Did your experience today deliver what you anticipated?	
---	--

We would like to keep you updated about our events and school holiday programmes. We also have a family friendly annual membership scheme.

Would you like to know more? Yes/no

If you would like to know more what is the best way to contact you?

Your name:

Your e-mail:

Your contact number:

Thank you

