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Outcome 18: Safety and Well-Being Policy and Procedures

The intent of this outcome is to ensure students are as well supported as possible to have a safe, happy and successful time living and studying in New Zealand.

Otamatea Christian School must:

- (a) provide a safe study environment for international students; and
- (b) provide adequate support for the well-being of their international students;
- (c) as far as practicable, ensure that international students live in a safe environment.
- (d) look out for signs of distress and inform students about support services that are available in the school or community and how the student can best deal with stress. (Refer to Signs of Stress in International Students Reading)
- (e) give International students the contact details for staff who can help them with health and safety issues. This includes details of a 24/7 contact person who can help them deal with issues that occur outside of school hours.

21. Student Health and Wellbeing

Process: To support student health and well-being, students will need information on where to find support within Otamatea Christian School and staff will need Cross Cultural Training.

Procedures:

- i. These are the services that will be offered at Otamatea Christian School - Counselling Services Boys Dean: Mr. Mark Bell, Girls Dean: Mrs. Lynette Bell, Pastoral Care: Pastor Paul Chambers; First Aide: Mrs. Bell, Peer Support: Student Buddy, Director of International Studies: Lynette Bell will arrange first language support as required. This may be in the form of a parent, a person in the local community, or outside the Maungaturoto community, accessed by skype. (Community Law has access to Language Line: telephone interpreting services provided by the Office of Ethnic Affairs. Language Line operates Monday to Friday: 8am to 6 pm.) Contact details for these services are included in the student handbook.
- ii. Otamatea Christian School will also provide students with information on how to access health and counselling services in the general community this can be found in the student handbook.
- iii. Information will be made available to international students through orientation processes and at appropriate times during their enrolment so they have this as early as possible.
- iv. Cross cultural training for staff is an important counselling strategy to develop competency and understanding of other cultures. Cross cultural training is provided in a handbook of information about the relevant cultures of those students attending our School. At present these handbooks include information on the Language and Customs of Chinese, Japanese, Pacific Island and Maori Cultures and associated professional Cross Cultural Readings that apply to the classroom situation. (This will be added to as we encounter other cultures that wish to attend our school.



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22. Process: general

Otamatea Christian School must—

- (a) respond fairly and effectively to instances of inappropriate behaviour by, or impacting on, an international student. Appropriate guidelines to responses need to encompass the smaller demeanour to a major display of inappropriate behaviour.
- (b) develop and maintain policies for managing inappropriate behaviour that are communicated to staff and students and effectively implemented.
- (c) give advice to international students on how to—
- report and address health and safety issues (at school and out of school).
 - respond to an emergency (for both on campus and off campus activities).
 - access health and counselling services and engage with relevant government agencies such as the New Zealand Police and the department responsible for administering the Oranga Tamariki Act 1989.
- (d) have up-to-date contact details for each international student(s) and their next of kin.
- (e) At all times (24 hours a day, 7 days a week) the primary point of contact will be available to the student.

Procedures:

- In the Learning Centre where there is inappropriate behaviour or failure to follow daily procedures the guidelines laid down in the **A.C.E Procedures Manual One** will apply.
- In the case of major displays of misbehaviour the school will offer counselling to the student where appropriate and will if needed provide the necessary language support for understanding what changes need to be put in place by the student to remain at the school. Parents/Caregivers and Homestay providers will be informed of the behaviour, counselling and follow up necessary. If the behaviour does not change then the matter will go before the Board of Governors and the schools Stand Down and Expulsion Procedures may be applied as they would to Domestic Students. The student may have their enrolment withdrawn in these circumstances. Should this be the case then immigration will be notified and a report will be sent to the Code Administrator.
- In all cases of inappropriate contact the Otamatea Christian School Health and Safety Policy will apply. This policy will apply to the teacher, the students and those that are in contact with the student on a day to day basis.
- The Dealing with Grievances Policy Procedures will need to be made available to the student so that they can follow the internal or external complaints process if they have a complaint to be laid.
- The student must have support throughout the process.
- In all cases where a student is withdrawn or does withdraw the Managing Withdrawal and Closure Fees Protection and Refund Policy will apply.
- Policies and Procedures around Health and Safety will be communicated via meetings to both board and staff and emails and basic procedures for staff dealing with behaviours can be found in the Staff Handbook.
- Ensure that how to report and address health and safety issues at school and out of school are in the International Student Information Handbook and covered during Orientation. (Orientation Handbook)
- Ensure that students are taken through routines that enable them to respond to emergencies in and out of School. **The students will follow Domestic Students drills: School Fire, Lock Down and Earthquake Drills as well as Covid and Infectious Diseases Protocol as Outlined by the New Zealand Government when the country is in a state of Alert Levels. Students will be taken through responses**

Comment [1]: Do we include that this is done with the whole school, not just individual? i.e "As this happens, as whole school does it"

Comment [2]:

Comment [3]: Altered



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- to emergencies as part of the whole school program. (Reference to these emergencies will be found in the Student Orientation Handbook.)
- x. Ensure that students and staff have access and information to agencies that can assist them with health issues, counselling, other support or in case of emergencies the New Zealand Police or Oranga Tamariki. For staff this will be in the form of a support list found in the school staff room and the school office. Copy to be held by School Office in individual files for access by School Principal and in the Director of International Studies Files. For students this will be available in the International Student Information Handbook or the International Student Orientation Handbook.
 - xi. The Director of International Studies will be the primary point of contact (Lynette Bell – Cell: 0224088153, Home Phone: 094318768, School Phone: 094318487, email: lynettebellteach@gmail.com) or the School Principal if for some reason contact cannot be made (Mark Bell – Cell: 0211809813, Home Phone: 094318768, School Phone: 094318487, email: ocsprincipal87@gmail.com). While on leave the point of contact will be the Board Chair Person (Paul Chambers Cell: 0274713889, Home Phone: 094319042, Work Phone: 094318173, email: pastor@goodnews.org.nz)

23. Process: International students under 18 years

- (1) In relation to international students under 18 years, each signatory must—
- (a) not enrol an international student 10 years or older but under 18 years who does not live with a parent or legal guardian unless—
 - (i) the student is in a properly supervised group of students whose educational instruction is not for more than 3 months; or
 - (ii) the student is in the care of a residential caregiver; and
 - (b) have up-to-date contact details for the students' parents, legal guardians, and residential caregivers; and
 - (c) maintain effective communications with the parents, legal guardians, or residential caregivers of students concerning their well-being and progress in study; and
 - (d) ensure that at least 1 staff member is designated to proactively monitor and address any concerns about international students under 18 years; and
 - (e) if the student is in the care of a residential caregiver,—
 - (i) ensure that a plan is in place for the transfer of care of the student from the residential caregiver to the student's parent or legal guardian, or another person approved by the parent or legal guardian, for—
 - (A) each transfer that occurs during the period of enrolment; and
 - (B) the transfer that occurs at the end of enrolment; and
 - (ii) ensure that the parent or legal guardian is notified of each transfer plan.
- (2)
The requirements in clause 22 apply, in addition to this clause, to international students who are 10 years or older but under 18 years.

24. Process: International students under 10 years

Otamatea Christian School must:

- (1) must ensure that its international students under 10 years live



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with a parent or legal guardian, unless they are accommodated in a

school hostel.

(2) The requirements in clauses 22 and 23 apply, in addition to this clause, to international students who are under 10 years.

Procedure

- i. Up to date details will be kept on record by the office staff. Parents will be given the opportunity to use Google Docs to update details.
- ii. The Director of International Studies will be responsible for proactively monitoring students and addressing any concerns for students under 18 years of age.
- iii. If care of a student over 10 and under 18 is to be handed over to a residential caregiver in the form of a Homestay then the parent or legal guardian needs to put the details regarding the handing over and the care of the international student when that student's enrolment finishes on the International Student Enrolment form.
- iv. Effective communication will be in the form of School Reports, parent/caregiver meetings, skype meetings if parents are overseas, emails and newsletters as well as the school Homework Notebook. For students under 10 whose parents are active in the school then day to day conversation and engagement will be a means of building relationships and communicating.

25. Process: International students at risk or with special needs

(1) Otamatea Christian School must ensure that—

- (a) appropriate measures are put in place to address the needs and issues of international students at risk or with special needs.
- (b) the parent or legal guardian of a student under 18 years or the next of kin of a student 18 years or over is aware of any situation where the student is at risk or has special needs.
where appropriate, issues will be referred to the relevant agencies and the code administrator.

(2) A student is at risk if the signatory has reasonable grounds to believe that there is a serious issue relating to the student's health, safety, or well-being, including, for example, —

- (a) the student(s) are unable to adequately protect themselves against significant harm or exploitation.
- (b) the student(s) are unable to adequately safeguard their personal welfare.

(3) A student with special needs includes a student who—

- (a) experiences a physical, sensory, cognitive, psychosocial, or behavioural difficulty, or a combination of these, and that difficulty or those difficulties affect the student's ability to participate, learn, and achieve; or
- (b) requires the provision of adapted programmes or learning environments, or specialised equipment or materials to support the student to access the curriculum, participate, learn, and achieve.

Procedure:



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- i. The student will be assessed upon entry by the Director of International Studies as to whether the school can meet the student's needs and these details will be recorded on the I.E.P form including any measures that will be put in place should the student be enrolled for education at the school. If the student is of average or above average ability and has a reasonable level of English and understanding then they will be taken through the diagnostics and prescribed curriculum accordingly.
- ii. Any remediation will be taken on a case by case basis and an I.E.P will be updated and used throughout the student's time at the school as a working document.
- iii. The director of International studies will consult with the Parent/Legal guardian in regard to the student and his/her special needs or risk factors.
- iv. **where appropriate** and in compliance with the principles of the Privacy Act 1993, issues relating to the students will be reported to relevant agencies such as the New Zealand Police and the department responsible for administering the Oranga Tamariki Act 1989, and to the code administrator.

17 Clause 26 (Process: Accommodation)

1. To provide a suitable living environment conducive to study and a safe and supportive home life.
2. To involve the Homestay Caregiver in the welfare of a student away from the student's family and home country.
3. To assist the student to successfully integrate into the New Zealand lifestyle.
4. To work towards the overseas parents' peace of mind knowing that the student is well cared for and happy in New Zealand.

In relation to an international student under 18 years who is in the care of a residential caregiver, Otamatea Christian School must—

- (1).
 - (a) ensure that the student's accommodation is safe, is in an acceptable condition, and meets all regulatory and legislative requirements.
 - (b) ensure that an appropriate safety check referred to in clause 26A(1) is completed and is up to date; and
 - (ba) ensure that an appropriate check is completed and is up to date for each person who is 18 years or over and who resides at the residential caregiver's accommodation, for the purpose of ensuring the safety of the student; and
 - (bb) have a written agreement with the residential caregiver that specifies the role and responsibilities of each party in relation to the care of the student: and
 - (c) maintain effective communication with the student's and the student's parent or legal guardian when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities and moving students to appropriate accommodation.
 - (d) conduct sufficient student interviews and home visits to monitor and review the quality of residential care, taking into consideration the age of the student, the length of the stay, and other relevant factors.
 - (e) if the student's residential caregiver is a designated caregiver ensure that the parent or legal guardian of the student has provided written agreement that the designated caregiver will be subject to the signatory's approval and that the signatory is not responsible for the student's day to day care when the student is in the custody of the designated caregiver.
 - (ea) If the student's residential care giver is a supervisor described in clause 26 A (2), ensure that the parent or legal guardian of the student has provided written agreement that the signatory is not responsible for the student's day-to-day care when the student is in the custody of that supervisor.



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(f) ensure that there is appropriate separation of international

students from others of different ages in the accommodation.

(g) ensure that the student is appropriately supervised in the accommodation.

(1A).

For the purposes of subclause (1)(ba), a person who is 18 years or over and who resides at the residential caregiver's accommodation includes a person of age who-

- (a) temporarily resides at that accommodation; or
- (b) (b) is or will be residing at the accommodation for 1 or more periods in any month (whether or not for valuable consideration) each period of which is 5 or more consecutive nights.

(2).

In relation to an international student 18 years or over who lives in accommodation provided or arranged by Otamatea Christian School, Otamatea Christian School must -

(a) ensure that the student's accommodation is safe, is in acceptable condition, and meets all regulatory and legislative requirements.

(b) maintain effective communication with the student when accommodation issues arise, and must take responsibility for addressing those issues, including reporting them to relevant authorities.

(3)

In relation to international students 18 years or over who arrange accommodation for themselves, the signatory must ensure that the students are directed to relevant advice and information that will enable the students to understand their rights and obligations as a tenant in New Zealand.

(3A)

To avoid doubt, if the residential caregiver is a supervisor described in clause 26A(2) or a designated caregiver, the signatory must meet the requirements of this clause and ensure the safety, health, and well-being of the student.

(4)

In this clause, **accommodation issues** includes issues of health and well-being arising from a student's accommodation or connected with it.

(3A)

26A Process: safety checks and appropriate checks

(1) The safety check for the residential caregiver referred to in clause 26(1)(b)-

(a) must include-

- (i) A confirmation of identity; and
 - (ii) A reference check that includes contacting at least 1 of the following persons or bodies for the purpose of obtaining information that the signatory considers relevant to a risk assessment:
 - (A) the residential caregiver's current or previous employer, professional body, or registration authority;
 - (B) the licensing authority that is relevant to the residential caregiver's business or professional activities;
 - (C) a person who is not related to the residential caregiver; and
 - (iii) a police vet, to obtain information that is relevant to a risk assessment; and
 - (iv) an interview with the residential caregiver, to obtain information that the signatory considers relevant to a risk assessment; and
 - (v) a risk assessment that takes into account all of the information that was obtained under subparagraphs (i) to (iv), to determine whether the residential caregiver poses a risk to the safety of the student; and
- (b) is up to date if it is completed within 3 years after the date of the latest safety check.

(2) Subclause (1)(a)(ii) to (v) does not apply to residential caregiver who-



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(a) is a supervisor referred to in paragraph (e) of the

definition of residential caregiver in clause 7(1);

And

(b) is not a resident of New Zealand; and

(c) is travelling with, and accompanying, the international student for the purpose of supervising them during the student's educational instruction.

(2) An appropriate check referred to in clause 26 (1)(ba) is up to date if it is completed within 3 years after the date of the latest check.

Procedure:

The categories of accommodation that will be accepted by Otamatea Christian School are:

- i. Living with a Parent
- ii. Living with a Designated Caregiver designated by the Parent
- iii. Living with a Designated Caregiver in a Homestay.

(4) Monitoring Accommodation:

- i. The Director for International Studies will carry out a regular home visit and inspection and complete a declaration that in all cases stated above.
- ii. All caregivers will be informed of Home Visits
- iii. A home visit inspection will offer evidence of living conditions in relation to:
 - location
 - standard of bathrooms and other facilities
 - level of safety and security
 - standard of cleanliness
 - temperature and heating
 - appropriate bedroom furniture
 - appropriate linen and bedding
 - study facilities
 - provisions for emergencies, e.g. first aid supplies, smoke alarms
 - whether the physical and emotional environment is safe for the student
 - number and age of students and other residents living in the house.
- iv. Otamatea Christian School is required to complete an 'appropriate safety check for a residential caregiver'. This will include a police vet or criminal history check for all adults residing in a Homestay who are 18 years of age and over.
- v. As well as a police vet or criminal check, the following checks will be included to ensure an appropriate safety check is undertaken:
 - Confirmation of identity, e.g. sighting passport or driver's license
 - Home visit
 - Character references
 - Interviews with host family members.
- vi. All information obtained during the safety checking process will need to remain confidential. This means that the staff of Otamatea Christian School handling this information (School Secretary, Director of International Studies, School Principal and Board of Governors are required to be discreet and not share the information with others outside of those that need to handle the information. Any information obtained through the criminal history check or police vetting process that discredits the individual needs to be kept under lock and in the File for Sensitive Information.
- vii.

Student interviews and Home Visits



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- I. The Director for International Studies will undertake student interviews to gather information about the well-being and care of international students.
- II. All interviews will be documented and records kept. Problems discovered during an interview will be referred to the School Principal.
- III. Serious concerns will be followed up immediately and the School Board of Governors Chair Person informed.
- IV. Otamatea Christian School will provide an agreement to be signed by parents or legal guardians who wish their child to stay with a designated caregiver or in a Homestay at the time of Enrolment.

Designated Caregivers

- i. will be approved by Otamatea Christian School with the Director of International Studies on behalf of the school board performing safety checking prior to approval. Once approved however, designated caregivers agree that Otamatea Christian School is not responsible for the student whilst in their care.
- ii. Otamatea Christian School is committed to the ongoing relationship between the student's family and the designated care giver.
- iii. Otamatea Christian School expects students under the age of 14 should not be left in the home alone at any time.
- iv. Homestay parents need to notify the school if they will be away overnight if the international student will not accompany them. Alternative arrangements should be made.
- v. Otamatea Christian School requires any international students who are 18 years of age or over to agree to terms of their enrolment that are consistent with those under 18 years.

Changing Home Stay/Change of Circumstances

- I. If a student needs to change home stay for good reasons there is no extra charge for this. However if a student has to change home stay more than once because of his/her unreasonable demands or misbehaviour a further placement charge will be made.
- II. If Otamatea Christian School changes the students accommodation, notification will be given to the student and the homestay carer prior to the change. Reasons for the change should be communicated clearly to both parties and to the student's parents.
- III. All transfers and the reasons for these will be kept of this and filed in the International Student files or in the Case Sensitive Files if the circumstance requires this.

A change of circumstance may include:

- . A change of health relating to a member of the homestay family.
- . A new criminal charge relating to a member of the homestay family.
- . A change in the composition of the homestay household (if a new household member is aged 18 years or older a police vet must be undertaken).
- . A move to a different physical address
- . A change in household family structure, including a change of address or of household make-up.
- . Unresolvable issues between the student and the Host family.
- . Misbehaviour or misconduct on the part of the student.
- . Misconduct on the part of the Host family.

Responding to emergencies



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Process

Schools must have procedures for critical incidents and emergencies that provide for the needs of international students.

Procedure

- i. Otamatea Christian School has a critical incident plan to respond to emergencies.
- ii. The Schools Critical Incident Team includes the Director of International Studies, The School Principal and the Board Chairman and its associated members.
- iii. An emergency pocket card may be given to international students to ensure they have instant access to emergency contact information and phone numbers. (*to be worked on)
- iv. The Principal will contact the MOE 24/7 crisis team in the case of a critical incident. The MOE crisis team will advise the school on the steps to be taken.
- v. Otamatea Christian School will use the guidelines for dealing with traumatic incidents see <http://www.education.govt.nz/school/student-support/emergencies>
- vi. Otamatea Christian School is responsible for international students who are not living with parents, at all times. Therefore if an international student is involved in an accident or emergency situation at any time, the International Student Director (who is also in charge of pastoral care) will be available 24 hours per day, 7 days per week, to deal with the situation.
- vii. The school will endeavour to ensure that activities supervisors and/or "activities organisations" are properly trained or certified.
- viii. In the event of a death or other traumatic event, the Board of Governors will contact the relevant embassy or police and they will make contact with the parents. (Not the school)
- ix. The school will endeavour to provide a first language speaker to communicate to students and parents, and where possible, first language health staff to ensure accuracy of information.

- x. The school board will make all possible endeavours to assist the parents to come to New Zealand and meet their wishes regarding arrangements for the students.
- xi. The school board will make all endeavours to provide support for friends and caregivers of the student.
- xii. Reference to the Ministry of Education's Emergency Management Documents will be made in the case of the following emergencies:
 - . Preventing and Responding to Suicide
 - . Abuse
 - . Earthquake
- xiii. All parents will be required to fill out a Health Declaration. Staff will seek to ensure that the International Student/Parents give all health information, including mental and physical, on the Health Declaration, provided to the school at enrolment, as this may be relied upon in the event of
- xiv. All students are required to have Medical and Travel insurance as described below.
- xv. The school Board of Governors is legally responsible for the safety of all students on these experiences/trips regardless of whether any incident is caused by the actions or omissions of a teacher, outside helper, student or commercial operator contracted by the board. Student conduct

Comment [4]: Does this need to be "Ministry of Education" being the first time it appears in this document?

Comment [5]: Yes it does

Comment [6]:

Process: Contact information for government agencies

Schools are required to ensure international students know how to contact government agencies such as Police or Child, Youth and Family.



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Procedure: Otamatea Christian School will

- i. Ensure that contact numbers for government agencies are in the student handbook
- ii. Where it fits into the program, have a presentation by the local community constable or an Oranga Tamariki representative to provide valuable information for new international students on New Zealand laws and key agencies.

Process: Monitoring and addressing student concerns

Procedure:

- i. Otamatea Christian School has designated Lynette Bell as Director of International studies to monitor international students under 18 years and to address any concerns.
- ii. Otamatea Christian School will take into consideration the following factors when assigning staff members to monitor the needs of international students, could be:
 - number of international students in the school
 - English ability and first language
 - frequency of intakes per year and orientations required
 - age of students
 - type of accommodation.
 - TESOL Qualifications (Teaching English to Speakers of other languages)

Contact details

Process:

Otamatea Christian School is required to keep up-to-date detailed contact information for all international students and their next of kin.

Procedure

Otamatea Christian School will ensure that –

- i. information needs to include: names, addresses, phone numbers, email addresses, passport number, national ID number and insurance and visa information.
- ii. Paper copies of this information will be found in the student files in the school office, on Google Drive and also in the International Student Files.

Process: Effective communication

Schools need to ensure that communication with students’ parents is maintained on a regular basis.

Procedure

Otamatea Christian School will communicate in the following situation and in the following ways with parents –

- i. general progress – school reports, newsletters/emails of the school’s events
Reports will be sent to parents directly and to the agent and homestay parent where appropriate.

N.B School reports will need to state the student’s name as shown in their passport. All school reports will also contain a statement on the following information:

- ii. success of the accommodation placement and any changes to the placement
- iii. how the student is settling in to the New Zealand environment

Comment [7]: Does this need to be expanded to know what this means?

Comment [8]:

Comment [9]: Have done

Comment [10]: maintained and updated on a regular basis?

Comment [11]: Government document wording.

Comment [12]:



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- iv. student holiday and travel arrangements
- v. illness and emergency situations
- vi. concerns and complaints – including absences and non-completion of work.

Process: Identification

Appropriate measures and programs need to be put in place for the student at risk or that has special needs. Reporting issues, where appropriate to Government agencies. Disclosure from parents and legal guardians relating to risk factors and special learning needs for students is important when collecting enrolment information. It is important that parents and legal guardians are aware of their responsibility to accurately disclose health and learning information relating to risk factors.

Procedure:

- i. When enrolling international students, the Director of International Studies is responsible for diagnosing, observing and discussing with parents appropriate measure and programs that need to be put in place for the student at risk or that has special needs.
- ii. The Director of International Studies will keep parents and legal guardians informed of situations relating to risk factors or special needs.
- iii. Where appropriate the school principal will report any issues to relevant government agencies.
- iv. Otamatea Christian School will formulate and adjust policies and procedures that address domestic students at risk and with special needs. These policies will also cover the particular needs of the International students.
- v. When parents are filling out the enrolment form and at an initial interview parents will be encouraged to make disclosure of the following about the student being enrolled -
 - a. mental illness
 - b. health concerns
 - c. medication
 - d. existing conditions
 - e. special learning or behavioural needs.

Process: Access to services

International students with special needs are not usually eligible for MoE Special Needs Funding.

Procedure

Otamatea Christian school will –

- i. Communicate with the parents that there is no government funding for Special Needs and that the costs associated with placing their child in the school, including specialists, and additional equipment and resources needed will be a cost to them.
- ii. will review the health information of the student relating to risk factors and special needs and will take these into account before entering a contract for school-aged international students.
- iii. at the time of enrolling, will clearly outline the consequences of non-disclosure, including termination of contract if appropriate.
- iv. include observations and diagnostic tools that are use for domestic and apply these to assessing international students.
- v. will attempt to mediate and resolve any issues as they arise and keep families informed of progress.

Useful links

Police vetting service: <http://www.police.govt.nz/advice/businesses-and-organisations/vetting>



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Vulnerable Children Act 2014 :

<http://www.legislation.govt.nz/act/public/2014/0040/latest/DLM5501618.html?src=qs>

Children's worker safety checklist, as part of the supporting material provided under the Vulnerable Children's Act 2014: <http://www.childrensactionplan.govt.nz/childrens-workforce/safety-checking-and-the-workforce-restriction/>

Tenancy Services: <http://www.tenancy.govt.nz>

Trademe: <http://www.trademe.co.nz> and Real-estate: <http://www.realestate.co.nz>

Disputes Tribunal: <http://www.justice.govt.nz/tribunals/disputes-tribunal>

This policy and its procedures will be reviewed by December each year.

Next Reviewed: October, 2022