



ABSLS PROGRAMMES PARENT INFORMATION

Programme Operation

Our Programmes provide a well-managed service that meets the needs of the local community. Our Programmes are run from various host venues across Auckland.

Programme Hours

Our official programme hours are as follows:

Holiday Programme:	9am-3pm (runs during the primary school holidays)
In-School Programme:	9am-3pm (runs during the primary school terms)
After School Programme:	3.15pm-5.30pm (runs during the primary school terms)
Drop-In- Programmes:	3.15pm - 5.30pm (or as per school/club or event request)
Other Programmes:	ABSLS may also schedule programmes between the hours of 6am-10pm, Mon-Sun

Programmes may operate on Public Holidays

Fees

All fees as applicable are paid wither directly to ABSL or to the host Club depending on the host. Payment will be paid two weeks in advance of programme commencement. We are happy to accept payments by way Credit Card, Automatic Payments or Direct Debit. Payments other than Electronic may be arranged by contacting the ABSL Finance Manager -finance@absl.basketball however, your request may be declined. Fees for our Programme vary from day to day depending on the activities for each day and your child's registered attendance. If your child is not attending the programme on a day they are booked in for, you must notify the ABSL Programme Coordinator or Community Coach by 8am in advance of the day of delivery or full charges will apply.

Enrolment Procedures

Before a child can attend, an enrolment form must be completed in full and ALL rules and regulations must be thoroughly read and understood. If the applicant does not understand any of the rules or regulations they will be advised to consult a member of the team for further verification.

Confidentiality

All information on enrolment forms are collected and will be used in cases of an emergency. No information is shared except with the owner's permission or as required by legislation e.g. health and safety act. All files holding confidential information will be secured and kept away from unauthorised persons.

Drop off and pick up

Parents, caregivers and nominated Coordinators are expected to sign their children 'in' and 'out' of any of our centre programmes. Parents, caregivers or nominated Coordinators must inform staff if a person who is not listed on the child's enrolment form will be collecting the child. Staff will not release a child to a person who is not identified on the enrolment form. Parents will be contacted before release. For a detailed description of the procedures we have in place for the daily attendance and record keeping of your child and others, please request a copy of our ABSL Operations Manual 2018-2020 for the programme in question.

Complaints

If a parent has a concern or specific complaint regarding any aspect of the programme and its delivery, in the first instance they should approach the Programme Coordinator who will attempt to rectify the situation. If a parent has ongoing concerns, then they should contact the Basketball Development Team Leader – Tania Hunter tania@absl.basketball who will attempt to resolve the concern and can advise the parent of any further process if necessary.

Children with special needs

ABSL Programmes cater for children with special needs. This is provided once the Programme Coordinator is confident that the child's need's can be met without negatively affecting the other children. Full information about the child's requirements including medication, diet and supervision, must be provided by the parent/caregiver's at the time of enrolment. If the child requires further special aids, other than those already provided i.e. modified facilities, extra staff or staff training, the Basketball Development Team Leader - Tania Hunter will make final approval on enrolment. Each case will be considered individually and every effort will be made to include the child within the Programme.

If a child with special needs is accepted into the programme the following guidelines will apply:

The child will be buddied up with another programme participant to help a smooth transition into the programme.

The child will be monitored initially on a daily basis and a weekly basis thereafter. This will ensure that the child's needs are being met.

Strategies for dealing with behaviour issues will be discussed with the parent on enrolment and procedures put in place for staff to follow should the need arise. All strategies must be agreed upon with the parents and the parents must be informed of any issues.

Food

Water will be provided at all times for the children. Some programmes offer food on special occasion. Parents will be advised if this is the case. Occasionally sweet treats may be given to the children as part of an activity for prizes. Parents, caregivers or nominated Coordinators are expected to brief the staff fully on any food allergies or nutritional requirements that their children have.

Programme Buddy System and Policy

Any new child to enrol on a Programme will be buddied up where possible with a child from their own school or a Coordinator who is familiar with the child. This system will continue for a period of two days or when the new child is at a point where they feel safe and comfortable on the programme. This system can also be adapted for younger members of the programme who attend regularly but still need occasional guidance and support.

Smoke Free Policy

A smoke free policy will be adhered to at all times. Our programmes operate out of host venues (such as Auckland Council buildings and Trust owned facilities) and being so no one is permitted to smoke inside the building or grounds at any time. Staff will not smoke when on duty, in uniform or when in sight of the children.

Sun Smart Policy

All children on the programme will be supplied with a Sun Screen of SPF 30+ during outdoor activities or excursions. Programme staff will endeavour to keep children in shaded areas during the hottest part of the day where possible. Children on the programme are encouraged to bring their own sunhat (no sunhat = no outdoor activity), protective clothing and a drink bottle each day they attend. Drinking water will be available for the children to fill their drink bottles.

Building and Facilities

ABSL is responsible to ensure that a current building warrant of fitness is present for all host venues and that it complies with all other relevant fire and safety requirements. Staff will ensure that all parts of the centre are kept clean and free of rubbish.

Accidents & Emergency Procedures

All accidents will be recorded by staff and reported to a health and safety committee meeting at the end of each programme term. Parents/caregivers will receive an Accident Form in the event of their child/ren getting injured. In the event of a serious accident parents/caregivers will be notified straight away. Emergency procedures will be followed as per the ABSL Operations Manual.

Illness & Medication

Any child/ren that becomes ill on the programme will be separated from the group and taken to a quiet rest area and their parents/caregivers will be contacted. Parents/caregivers of children that require medication will be issued a form to complete with what the medication is, what it is for and how much is to be given. The programme staff will store the medication in a safe place away from children. Staff will issue the child/ren with the medication at the appropriate time of the day and fill out the medication form which will then be signed to say the medication has been given. All medication must be handed to staff and not left in child/rens bags.

Child Protection

In addition to the general safety policies outlined, the programme ensures that the staff and other adults visiting or working at the programme are well supervised and visible in activities performed with the children. A minimum of two staff will supervise the children at all times. For information about the prevention, detection and reporting of child abuse please refer to programme Coordinator.

Behaviour Management

Positive, appropriate behaviour will be encouraged by using praise and rewarded with example. This can be seen in our Behaviour Management Scheme. Action becomes necessary when:

- Any child displays inappropriate or unsafe behaviour that is intrusive on another person's enjoyment of an activity.
- Disruption to the activity being carried out, either by their own actions or by actions involving other children and/or damage to property is incurred.

Positive reinforcement will be used at all times and a stimulating and varied programme will be provided to ensure against boredom.

Consequences must be appropriate and may include:

- Being removed from the activity and put into time-out. This is the child will be made to sit away from the group in a clearly visible spot for a period determined by the Coordinator (usually 1-5 minutes).
- Children put into time out each day will be recorded on a white board that is visible to parents. On the white board the name, duration, the reason why they were put into timeout and the name of the Coordinator that placed them in time out will be displayed.
- Before the child is returned to the group the staff member will review with them what behaviour is expected.

When a child misbehaves or ignores programme rules staff will:

- Remind the child in an assertive but not aggressive manner what is expected of them and the consequences of disobeying.
- If the behaviour continues the child will be reminded again and warned of the consequences that will result.
- If the child continues to misbehave after two warnings the consequence will be enforced.
- If the child continually misbehaves the parent will be contacted. A meeting will be arranged to discuss a suitable behaviour management plan. A behaviour management form will be filled in daily by the Coordinator and signed by the child and parent.
- If the agreed behaviour management plan does not work, the child can be suspended or expelled from the programme.
- At no time will punitive discipline be used.
- When children are in conflict with each other, staff will encourage the children to remedy the situation themselves. Staff will aid them by making suggestions on how to do this. If the children cannot resolve the situation themselves they will be removed from the situation.

Staff and Volunteers

ABSL will ensure that quality care is provided through fair and consistent recruitment procedures and supervision and training of all staff including relievers and volunteers. All staff are police vetted before employment and no person with a conviction for sexual crimes or crimes of violence against a person may be employed at the centre. For more information please see the Programme Coordinator.