



# Holiday Programme Parent Handbook

**August 2017**

Auckland Netball Centre Inc. 7 Allison Ferguson Drive, St Johns, Auckland 1072  
PO Box 18 257, Glenn Innes, Auckland 1743  
Telephone: 09 570 0030 Fax: 09 570 0031  
[www.aucklandnetball.co.nz](http://www.aucklandnetball.co.nz)

All rights reserved. No part of this work covered by copyright may be reproduced in any form or by any means (including but not limited to photocopying, storing or otherwise reproducing it in any medium by graphic, electronic, or mechanical means) without the permission of Auckland netball Centre Inc.

# Contents Page

<b><u>Content</u></b>	<b><u>Page</u></b>
Aims and content	3
Venues	4
Hours and times	4
Fees	4
Sign in and out	5
Access to children	5
Uncollected children	5
Unwell children	6
Dispensing of medicines	6
Use of vehicles	6
Off site visits	7
Rules and discipline	7
Food	8
Complaints procedures	8
Emergency plans	9
Contact information	10

## Aims and Content

- To provide school age children under the age of 14 with after school care, holiday programmes programmes that are:
  - Safe
  - Structured
  - Fun
  - Positive
  - Educational in the broadest sense of the word.
- To provide an environment where parents/caregivers are secure in the knowledge of adequate care for their children.
- To provide equal opportunities to children regardless of race, religion, culture, gender, disability or family background.
- To provide an environment where children feel welcome, included and important as individuals

Auckland Netball Centre Inc offers children the following:

A planned, balanced, varied programme that allows children to have the choice of age appropriate activities.

Auckland Netball Centre Inc offers a variety of different programmes after school and during the holidays, these include:

- Holiday programmes:
  - Netball – Netball skills and participation focused
  - Multi Activity – Activities, games focused with an educational base
  - Cooking – Cooking, baking with an educational base
  - Dance – Different dance styles and participation focused
  - ½ and ½ options – mixing the above programmes throughout the week

These activities include:

- Group and individual activities.
- Organised and self directed activities.
- Active and passive activities.
- Indoor and outdoor activities.
- Structured however provides choice.
- Provides opportunity to try new hobbies and activities.
- Learning new skills.
- Equal learning opportunities.

Activities are relevant and stimulating for the age of children participating.

Developmentally appropriate equipment and materials are available.

Every child is given positive guidance and directed towards acceptable behaviour, with praise freely given and blame and admonition kept to a practicable minimum.

Planned activities have the following aim:

- Develop respect for cultural diversity
- Foster positive self-concept
- Develop social skills
- Encourage children to think, reason, question, experiment
- Practice and refine literacy skills
- Enhance physical development and skills
- Encourage sound health, safety and nutritional practices
- Encourage the wise use of leisure time
- Encourage creative expression and appreciation of the arts
- Encourage awareness of and involvement in the community at large

## **Venues**

- Auckland Netball Centre Inc – 7 Allison Ferguson Drive, St Johns, Auckland
- Windmill Road Reserve – 48-108 Windmill Road, Mount Eden, Auckland

## **Hours and Times**

- Holiday programmes:
  - Netball  
3 x ½ days  
9am – 12pm Yrs 1-4  
1pm – 4pm Yrs 5-9
  - Multi Activity  
5 x Full days  
9am – 4pm (8am – 5.30pm)
  - Cooking  
1 x Full day  
9.30am – 3.30pm
  - Dance  
2 x ½ days  
9am – 1pm Yrs 1-9
  - ½ and ½ options available.

## **Fees**

- Holiday programmes:
  - Netball – \$110
  - Multi Activity – 1 day \$60, 2 day \$115, 3 day \$160, 4 day \$190, 5 day \$210
  - Dance – \$70
  - Cooking - \$65
  - ½ and ½ options – Cost Varies

## **Sign in and out procedure**

### **On Arrival:**

One Parent or Guardian of every child is required to sign IN each child on the sign in sheet located in the reception area.

### **On Departure:**

One Parent or Guardian of every child is required to sign OUT each child on the sign out sheet located in the reception area.

If either of these are not completed each day, a parent or guardian will be contacted via phone to locate the whereabouts of the child.

For the holiday programme parents will sign the roll when they drop their child off and when they pick them up at the end of the day.

All signing in/out sheets will be filed and retained for record purposes.

## **Access to Children**

Each enrolment form will state clearly who has access to the children, who can pick them up and if there are any custody issues.

The only people with access to a child, therefore, will be Auckland Netball Centre Inc staff, any external tutors organised by Auckland Netball Centre Inc and those stated on the enrolment form.

Through building a rapport with parents and caregivers Auckland Netball Centre Inc staff will know who has access to the children and anyone unknown to them will be asked to leave.

If someone comes to pick up a child who is not designated to do so, a call must be made to the person on the enrolment form to confirm that that person is allowed to pick up the child. If the principal caregiver cannot be contacted the child must stay at the programme until formal confirmation is received.

## **Procedure for uncollected children**

If a child is not collected at the end of the programme the following procedure will be followed:

- Two staff members will remain with the child.
- Parents/caregivers will be contacted initially and then emergency contacts.
- If there has been no contact with the parent/caregivers within one hour of the programme closing the child will be supervised until a suitable caregiver is located.
- Parents/caregivers may be charged a late pick-up fee.
- Police will be contacted if the child has not been picked up two hours after the close of the programme.

## **Unwell Children**

The risk of infection precludes Auckland Netball Centre Inc from taking sick children. Children must be kept at home if they contract any illness listed in the Health Department Information leaflet or display any of the following symptoms:

- High temperature
- Unidentified rash
- Inflamed throat
- Upset stomach or diarrhoea
- Conjunctivitis eye

## **Dispensing of medicines**

Medicines will not be administered to any child without the written consent of their parent. Parent's permission to administer first aid and medication is included in the enrolment form for each child.

Medicines will be stored as per instruction on the prescription bottles. Any medicines that are to be stored in the refrigerator will be kept in to door of the fridge, medicines that do not require to be kept in the refrigerator will be kept in a secure place away from the children. All medication will be appropriately labelled.

It will be written in the notes attendance register for staff to view children that require medicine while attending the programme. This will also be discussed at staff meetings.

### **Procedure**

- Parents are required to inform the programme of any medical conditions that affect their child on the enrolment form.
- Where medication is to be given to child on the programme parents are required to fill in an additional medical consent form, which includes permission for a staff to administer medication.
- Medication will be kept in a location accessible by supervisors, but not children and will be appropriately labelled.
- All staff will be made aware of conditions that may affect children during their time at Auckland Netball Centre Inc and the appropriate actions to be taken.
- All medication is to be held by the Programme Leader. Junior staff are not to hold or administer any medications.
- Children 9 years and over can administer their own asthma inhalers if requested by parents.

## **Use of vehicles**

In the event that an organisation vehicle is required to be used and transport children, written permission will be sought from Parent or Guardian 24hrs prior.

## **Off Site Visits**

In the event that we have an excursion off site, parents will be notified when booking in and via email before the programme starts. If a change in schedule occurs, written permission will be sought from Parent or Guardian 48hrs prior.

## **Rules and Discipline Procedures**

Auckland Netball Centre Inc Values;

- Passion – We have a love of the game, of our environment and enjoy working with people
- Excellence – We strive for excellence and professionalism at all times
- Innovation – We are leaders who embrace change but don't lose sight of our goals
- Inclusiveness – Working as a team we can achieve more and deliver promised outcomes
- Integrity – We take responsibility to operate with integrity in whatever we do

Auckland Netball Centre Inc aim to provide a positive child focused environment with consideration at all times where the safety, welfare and interests of the child is paramount. As an organisation we understand the importance of our role providing care to other people's children.

Auckland Netball Centre Inc believes that child management should be positive and nurturing and that individual needs of the children must be taken into account.

It is important that children's boundaries are made clear and consistent so they can feel secure and happy in their environment.

Positive reinforcement of good behaviour is often used. We aim to foster positive behaviour in other ways such as having an interesting range of activities throughout the day and providing alternatives to aggression i.e. throwing balls, physical play etc.

Respecting each child is vital to their emotional development and we feel that by managing their behaviour positively we are respecting their needs. It is a two way process. As we show them they are worthy of respect they learn to respect each other and us in turn.

Realistic expectations of children according to their age and/or developmental stage is important so undue frustration is not caused to them.

Children will be supported to develop the skills to take responsibility for their own behaviour and make wise choices for themselves.

At no time will a child be treated harshly on the programme. This includes blaming, belittling or degrading responses, solitary confinement, deprived of food, drink or protection. Adults who behave in such a way will be excluded from the programme.

Discipline/Behaviour Management is required in two instances:

1. When the behaviour of a child is unsafe either to him/herself or others
2. When the behaviour of a child is intrusive on another person's activity.

### *Unsafe behaviour*

The child must be told immediately to stop the particular behaviour and the reasons why. The staff member must ensure that the unsafe behaviour does not persist.

If the child does not co-operate the parent/guardian is phoned and asked to collect the child from Auckland netball Centre Inc, and is given a full explanation with action required for the child to be allowed to return to the programme.

### *Intrusive behaviour*

The child is given two opportunities to discontinue, with explanations given. Time Out used if required.

### *Bullying*

If any incident of bullying is suspected or reported staff are required to intervene and deal with the offender. Supervision is to be constant with the above strategies put in place as appropriate. Children who may be victims are to be given support and strategies for dealing with bullying situations.

## **Food**

Children will be required to provide their own healthy food for lunch, morning tea and an afternoon snack.

Children are encouraged to practice good hygiene routines such as washing their hands before eating, after toileting, before and after food preparation.

Use of individual drinking vessels is a requirement. This policy has been introduced to avoid the potential spreading of germs. All drink bottles are to be visually different, and if not they are required to have the child's name written on the bottle in a permanent marker.

Water will be available from numerous water fountains accessible at Auckland Netball Centre Inc venues.

## **Complaints Procedures**

If a parent or caregiver has any complaints they should first direct their complaint to the Programme Leader. All complaints, if they cannot be rectified immediately by the Leader are to be directed to the Development Programme Officer by the Programme Leader who will endeavour to rectify the situation.

Further complaints should be made in writing and contain details of the grievance and desired outcomes. This is to be dealt with by the CEO with assistance from the Development Programme Officer if required. The complaint is to be investigated by the CEO. A suitable

recommendation is to be reached and the complainant is to be informed of this recommendation.

Complaints will be investigated and all attempts made to resolve within two weeks of initial complaint.

All parties to be kept informed as appropriate.

A copy of the complaints procedure will be available at each Auckland Netball Centre Inc site.

A copy of the complaint and the resolution will be kept in a confidential file at the Auckland Netball Centre Inc centre with a copy held by the CEO.

## **Emergency Plans**

### **Evacuation plan**

Auckland Netball Centre Inc premises shall have clearly visible evacuation plans in prominent positions throughout their venues. Staff, children, parents and caregivers will have these pointed out to them at regular intervals – usually at the same time as a fire drill is executed.

Alongside the evacuation plans will be a notice showing all exits and the assembly area used during an emergency evacuation and drills. Staff, children, parents and caregivers will have these pointed out to them at regular intervals – usually at the same time as a fire drill is executed.

### **Fire Evacuation**

- On discovering fire turn on alarm and leave it on.
- Programme Leader to collect roll, bus run clipboards, sign out folder and pen.
- Children to be evacuated by staff, in a calm and controlled manner, through the safest exit to assemble in the designated assembly area – Court 21.
- The Programme Leader to call the fire service (111)
- The Programme Leader, or designated person, is to check toilets/kitchens and all other rooms.
- No one to re-enter the building under any circumstances once the building is checked and cleared. Re-entry into the building can only be authorised by the senior fire officer.
- Everyone is to remain in the assembly area until all clear. The Programme Leader or their designated staff member are to check if staff and children present at the time of evacuation are safe and accounted for, and to ensure staff and children remain in the assembly area and are kept calm.
- If staff or children are missing inform the emergency services first. If no emergency services are available, once children are settled in the assembly area, a staff member may be sent to look for them.
- The Programme Leader is responsible for liaising with emergency services and the Programme Supervisor.
- Contact the Development Programme Officer to report the incident as soon as possible.
- The Development Programme Officer will contact the CEO in the event of a serious incident.

- Only if it is safe and you are not endangering yourself or other persons should you attempt to extinguish the fire. Electrical fires must be extinguished using a fire extinguisher. Wood fires are extinguished using a fire hose.

### **Cancellation of Programme**

- For any reason that there is a need to cancel a programme i.e. civil defence emergency, road accident prohibiting access to the Auckland netball Centre Inc site, the follow procedure must be followed:
  - The CEO and Administrator are notified immediately of the reasons surrounding the need to cancel the programme/s
  - Alternative options are investigated in an attempt to prevent cancellation
  - Parents/caregivers are contacted as soon as possible to make alternative arrangements and programme staff, volunteers and schools are also informed.
- Every effort must be made to actually speak to the parent/caregiver and/or school in lieu of leaving a message to ensure people are informed ahead of time – leave nothing to chance!
- A full refund for the days affected may be credited

Thank you for taking the time to read through our Parent handbook, we trust it has been informative and will help answer your questions.

Please feel free to contact us at any time, we are here to help and answer any of your questions or issues.

### **Contact Information**

Development Programme Officer

**Email** [development@aucklandnetball.co.nz](mailto:development@aucklandnetball.co.nz)

**Phone** 570 0030 ext 204

**Mobile** 021 577 105