

Parent/Caregiver Information – Basketball Holiday Camp

We take our responsibilities involving the coaching and care of your child seriously.

Please read this leaflet to make sure you understand **our** procedures and responsibilities, and what **you** need to do to help us make sure your child has a safe and enjoyable time.

Basketball Hawkes Bay (BBHB) aims to provide a positive environment for a safe and enjoyable OSCAR programme where the safety of the children (and staff) is paramount.

To help achieve this, parents need to understand, and support BBHB Oscar Policies and Procedures. Child, Youth & Family require us to have these policies as part of our approval as an OSCAR provider.

Here is a brief summary of some key policies and other information:

Registration: Parents/caregivers must complete and submit a registration form for their child before they can attend. Depositing money into our account will not secure a place without the registration form. A deposit is required to secure a place (including those applying for OSCAR subsidy). Those customers who hold a credit of \$50 or more with us can use that as a deposit. We encourage registration before the camp – turning up on the day costs more.

Fees/refunds: All fees must be paid in advance unless an OSCAR subsidy has been claimed. There is no refund for absence/non-attendance/withdrawal. OSCAR customers are responsible for the enrolment fee and must make up any shortfall in subsidy.

Discounts: We offer discounts for those with Community Services Cards – these can be in the name of the parent or child. We also offer a discount for family bookings of two or more children. To qualify the children must be registered on the same form. Only one discount applies at any time. Discounted rates are advertised on the promotional material and our website.

Attendance: Holiday Camp attendance is for 4 days, we do not offer part week attendance.

Absences: If there is a planned absence or you know your child will be late on any day (e.g. for a doctor's appointment) you should make BBHB aware before camp starts. If there is an unplanned absence (e.g. illness) parents/caregivers must advise BBHB as early as possible if a child will not be attending or will be late. Otherwise BBHB will attempt to contact the parents/caregivers but if this is not successful the police will be called as a matter of child safety.

Sign In/Out: It is **essential that children are signed in and out of camp** on the register. This is an MSD requirement and we do not accept responsibility for the care of children unless they are signed in. Staff will only release a child to someone who is identified as an authorised person on the enrolment form.

Hours: Camp activities take place between 9.00am – 4.30pm. However, supervision begins from 8.00am and children may be dropped-off from this time. Children will be supervised up to 5.00pm.

Collection/Late pick-up: Please be on time to pick up your child. If you are late picking up your child, a late fee of \$20 for every 15 minutes or part thereof after 5.00pm will be charged. If you have not collected your child within 1 hour of the end of the session (6pm) and we have not been able to contact you or the emergency contact we will take your child to the nearest police station.

Illness and medication: Children that are not well should stay at home, especially if their illness is infectious. Remember to let us know. During a programme only first aid or urgent medical attention can be administered or arranged. Regular medications, like asthma inhalers etc, can be left with the coaching staff and children can self-administer these in the way they normally would. Medicine will not be administered unless a Consent Form is completed by a parent/caregiver. If a child becomes ill during a programme and, in the view of the Head Coach, is too ill to continue the parents/caregiver will be informed so that the child can be collected immediately.

Behaviour: BBHB operates a 'Positive Discipline' programme that aims to provide an environment that is safe, secure and enjoyable for **all** children participating. Coaches will encourage participants by outlining what is expected of them and explaining the consequences of unacceptable behaviour. Positive reinforcement will be used at all times. Misbehaviour will be dealt with according to the Behaviour Management Policy and staff will implement assertive, not aggressive, measures. In the event of continued misbehaviour or if a child's misbehaviour is severe the parent/caregiver will be informed and the child withdrawn from the programme. No refund will be given.

Health and Safety: It is important that all staff and children work and play in a safe manner. All hazards, accidents or incidents are dealt with according to the Safety Management policies and procedures. No one is to work or play in a manner that may cause harm to themselves or someone else. BBHB operates sun safe and smoke free.

Supervision: Children are supervised on a ratio of no less than one adult to every ten children. We employ enough coaching staff to maintain this ratio based on the number of registrations.

Child protection: BBHB is committed to the care and protection of children. This commitment means that at all times the safety of the children or young person will be given primary consideration. At no time will any child be subject to harm (whether physical, emotional or sexual), ill-treatment, abuse, neglect or deprivation. Staff prevent, recognise, and respond to potential or actual child abuse according to the Child Protection Policy.

Staffing: BBHB employs and contracts staff skilled in basketball coaching, and committed and enthusiastic about developing children. We maintain a supervision ratio of 1:10. All staff are Police vetted.

Emergencies: Staff are trained in dealing with emergencies such as fire and earthquake. Drills are conducted once each term.

Programme content: The head coach plans a safe, child-focused, varied and stimulating programme that meets the children's developmental, emotional, intellectual, cultural and physical needs.

Recognising Cultural Diversity: We recognise the needs and rights of participants, parents, caregivers and whanau and support them and our staff in acknowledging the different cultural values of everyone involved. BBHB will honour and respect others' beliefs and will welcome opportunities to encourage social and cultural diversity in all programmes.

Complaints: Staff will take any complaints seriously. The complaints procedure is outlined in the Policies and Procedures Manual. In the first instance parents/caregivers are encouraged to bring complaints to the attention of the head coach at camp. If you feel this is inappropriate or wish to escalate the issue please complete a complaint form (available at camp and from our office) and send it to the General Manager. If you wish to discuss your concerns with the General Manager please call 06 833 6215.

Frequently Asked Questions

Q. Why are there no refunds?

A. We will have already committed to various costs like venue hire and coaches based on your registration. If you cancel or withdraw, our costs don't go down - we still have to pay for the venue and the coaches.

Q. I want to register but the details have been taken off the website, what do I do?

A. The camp details are taken down after pre-camp registration closes – this date is published on the website and posters. Providing camp is not at capacity you will need to register and pay on the first day. See below.

Q. Can I register and pay on the first day?

A. Usually yes, but it will cost more and there are no discounts. We encourage early registration. Note: There may be times when camp is at capacity and we cannot take 'walk up' registrations or only a limited number. If we are fully booked by the close of pre-camp registration we will post this on our website.

Q. I paid the camp fee online and emailed the registration form over the weekend before camp - is my child registered?

A. After pre-camp registration has closed the only way to register is on the first morning. We won't have seen your registration form by the time camp starts – you will need to complete another. You will also need to pay the difference between the 'at camp' registration fee and what you have paid online. Note: We may not be able to accept your registration or allow your child into camp, especially if it has reached capacity. In this case we will arrange to refund what you have paid.

Q. Can my child attend for just a couple of days?

A. We don't take part week bookings - mainly because we need to be able to plan for consistent supervision ratios through the week.

Q. Can my child register and attend after the first day?

A. We don't take part week bookings. See above.

Q. Can my disabled/special needs child attend?

A. Please call us to discuss. Children with special needs and/or disability are not excluded from attending solely because of their disability but we must determine the ability of the programme to meet their needs. This is a physically demanding, sports based programme involving extensive social interaction. We must be confident that both the child and staff are not placed in a situation they cannot cope with.

Q. Can my 7 year old attend the 8 year and over camp?

A. Ring us to discuss. If you and we are happy that they can cope with it, then yes. The charge will be the relevant 8 year and over fee.

Q. Can my over 8 year old attend the half days sessions?

A. The half day sessions are specifically designed and offered for the younger children. Consequently we do not allow older children to participate.

Q. Can my child attend for the first day to see if they like it?

A. See above: We don't take part week bookings. We suggest that if your child is new to basketball and wants to try it out they join up to our Junior



Contact us on:
Office – 833 6215

Hoops sessions. These are much lower cost than the camp and a good introduction to the sport. See our website for details.

Q. How do I claim an OSCAR subsidy?

A. Contact WINZ on 0800 774 004

Q. Can I change my t-shirt order?

A. Please choose the size carefully – we recommend that if you are in doubt go a size up. Up to Monday morning registration you can change the size. After that the order will be sent to the supplier so that the t-shirts can be printed in time and we cannot change the order.

Q. Do you provide a lunch service?

A. This would add significantly to the cost of the camp and our experience is that the majority of parents prefer to provide their own food. Please send your child with a packed lunch and healthy snacks.

Q. Can I stay and watch?

A. Parents/caregivers and whanau are very welcome to stay or pop in. Please remain in the designated seating area.

There is a copy of the BBHB OSCAR Policy and Procedures Manual available at our office and a copy is available at every Holiday Camp.

If you have any questions please contact us on 06 833 6215 or email admin@basketballhawkesbay.co.nz.