



HAA PERFORMANCE ACADEMY

POLICIES & GUIDELINES

He Ara Angitū — A Pathway to Success

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Child Protection and Safeguarding Policy

Purpose

The purpose of this policy is to ensure that all athletes participating in HAA Performance Academy programmes are protected from harm, abuse, neglect, exploitation, bullying, harassment, discrimination, and inappropriate behaviour.

HAA Performance Academy is committed to providing a safe, inclusive, respectful, and supportive environment where tamariki and rangatahi can participate, develop, and thrive physically, emotionally, socially, culturally, and spiritually.

This policy establishes the expectations, responsibilities, and procedures required to safeguard the wellbeing of all athletes participating in HAA Performance Academy activities.

Scope

This policy applies to:

- All employees of HAA Performance Academy
- Coaches and assistant coaches
- Contractors and consultants
- Volunteers
- Parents, caregivers, and whānau participating in Academy activities
- All athletes enrolled in HAA Performance Academy programmes
- Any individual representing or acting on behalf of HAA Performance Academy

This policy applies to all Academy-related activities including:

- Training sessions
- Individual coaching sessions
- Group coaching sessions
- Competitions and sporting events
- Camps, workshops, and clinics
- Online communication
- Social media interactions
- Transportation arrangements associated with Academy activities
- Any environment where HAA Performance Academy activities are taking place

Policy Statement

Policy

HAA Performance Academy believes every child and young person has the right to:

- Feel safe, respected, valued, and protected from harm
- Participate in sport and physical activity in a positive environment
- Be treated with dignity, fairness, and respect
- Be protected from abuse, neglect, bullying, harassment, discrimination, and exploitation
- Have concerns listened to and responded to appropriately
- Participate in programmes that prioritise their wellbeing and development

HAA Performance Academy adopts a zero-tolerance approach to:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse
- Neglect
- Grooming behaviours
- Harassment



- Bullying
- Intimidation
- Discrimination
- Inappropriate conduct between adults and athletes
- Any behaviour that places a child or young person at risk

The safety and wellbeing of athletes will always take priority over programme outcomes, personal interests, organisational interests, or reputational concerns.

All employees, coaches, contractors, volunteers, and representatives of HAA Performance Academy share responsibility for creating and maintaining a safe environment for athletes.

Safeguarding Culture

HAA Performance Academy recognises that safeguarding is everyone's responsibility.

We are committed to creating a culture where athletes, whānau, employees, coaches, contractors, and volunteers feel safe, respected, and supported.

All participants are encouraged to raise concerns about behaviour, safety, wellbeing, or safeguarding matters without fear of judgement, retaliation, or disadvantage.

The wellbeing and safety of athletes will always be prioritised over sporting outcomes, performance goals, or organisational interests.

Procedures

Recruitment and Screening

HAA Performance Academy will take reasonable steps to ensure all employees, coaches, contractors, and volunteers working with athletes are suitable to do so.

Where appropriate, HAA Performance Academy may:

- Verify qualifications and experience
- Assess suitability for working with children and young people
- Request references

All employees, coaches, contractors, and volunteers will be made aware of their responsibilities under this policy.

Police Vetting

HAA Performance Academy is committed to taking reasonable steps to ensure that coaches, employees, contractors and volunteers working with children and young people are suitable for their roles.

HAA Performance Academy will undertake appropriate safety checking and screening having regard to the nature of the role, the level of contact with athletes, applicable legal requirements and recognised safeguarding practice.

Where appropriate, this may include identity verification, reference checks, criminal record checking and/or New Zealand Police Vetting.

HAA Performance Academy will continue to review and strengthen its safety-checking practices as the Academy develops.

Safeguarding Lead

HAA Performance Academy will appoint a Safeguarding Lead responsible for:

- Receiving safeguarding concerns and complaints
- Maintaining safeguarding records
- Supporting athletes, whānau, employees, and volunteers
- Referring concerns to external agencies where appropriate
- Monitoring implementation of safeguarding practices throughout the Academy

The Safeguarding Lead may be the Director, Head Coach, or another appropriately appointed representative of HAA Performance Academy.

Safeguarding Education

HAA Performance Academy is committed to ensuring employees, coaches, contractors, and volunteers understand their safeguarding responsibilities.

Where appropriate, individuals will receive information, guidance, or training relating to:

- Child protection and safeguarding
- Professional boundaries
- Recognising signs of abuse, neglect, or harm
- Responding to disclosures
- Safe coaching practices
- Reporting concerns

Professional Boundaries

All employees, coaches, contractors, volunteers, and representatives of HAA Performance Academy must maintain professional boundaries at all times.

Employees, coaches, contractors, and volunteers are expected to:

- Treat athletes with respect and fairness
- Behave as positive role models
- Use appropriate language and behaviour
- Maintain professional relationships
- Act in the best interests of athletes

Employees, coaches, contractors, and volunteers must not:

- Engage in inappropriate relationships with athletes
- Communicate with athletes in a secretive or inappropriate manner
- Share inappropriate content or messages
- Use degrading, intimidating, threatening, or abusive language
- Engage in behaviour that could be interpreted as grooming

Supervision of Athletes

Athletes will be appropriately supervised during all HAA Performance Academy activities.

Employees and coaches will:

- Maintain active supervision
- Monitor athlete wellbeing and behaviour
- Ensure activities are conducted safely
- Follow approved pick-up and collection arrangements

Athletes under 14 years of age should not be left unsupervised before, during, or after sessions unless permission has been provided by a parent or caregiver.

One-on-One Coaching

HAA Performance Academy recognises that individual coaching may be necessary for athlete development.

Where one-on-one coaching occurs:

- Parents or caregivers must be aware of the session
- Sessions should take place in public or observable environments
- Appropriate professional boundaries must be maintained at all times

- Communication regarding sessions should remain transparent

Employees and coaches should avoid situations where they are isolated with an athlete without the knowledge of parents or caregivers.

Physical Contact

Physical contact may occasionally be required when:

- Demonstrating movement techniques
- Correcting positioning
- Preventing injury
- Providing first aid
- Ensuring athlete safety

Any physical contact must:

- Be appropriate and necessary
- Be respectful
- Be explained where practical
- Never be used as punishment, discipline, intimidation, or control

Transport and Travel

HAA Performance Academy will take reasonable steps to ensure the safety of athletes during any transport arrangements associated with Academy activities.

- Parent or caregiver consent must be obtained before transporting an athlete.
- Athletes should not be transported alone by an employee, coach, contractor, or volunteer unless unavoidable and approved by a parent or caregiver.
- Where possible, transport arrangements should involve multiple participants or adults.
- Professional boundaries must be maintained during all transport arrangements.

Photography, Video and Social Media

HAA Performance Academy may use photographs and videos for coaching, promotion, and programme purposes where appropriate consent has been obtained.

Employees, coaches, contractors, and volunteers must:

- Follow parental consent permissions
- Use images appropriately
- Protect athlete privacy
- Avoid publishing sensitive personal information

Digital Communication

Employees, coaches, contractors, and volunteers must maintain professional boundaries when communicating with athletes through electronic or digital platforms.

Individuals must:

- Communicate respectfully and professionally
- Avoid secretive or private communication with athletes
- Include parents or caregivers in communications where appropriate
- Use digital platforms only for legitimate programme-related purposes
- Protect the privacy and wellbeing of athletes at all times

The sharing, requesting, or distribution of inappropriate content involving athletes is strictly prohibited.

Bullying, Harassment and Discrimination

HAA Performance Academy is committed to providing an environment free from bullying, harassment, discrimination, and victimisation.

Examples include:

- Physical bullying
- Verbal bullying
- Social exclusion
- Cyberbullying
- Intimidation
- Racism
- Sexism
- Discrimination based on ethnicity, religion, disability, gender, or personal characteristics

Any reports of bullying, harassment, or discrimination will be taken seriously and addressed promptly.

Responding to Concerns

All concerns regarding athlete safety or wellbeing must be taken seriously.

Concerns may arise from:

- Athlete disclosures
- Parent or caregiver concerns
- Employee, volunteer, or coach observations
- Behavioural changes
- Social media activity
- Physical indicators of harm
- Concerns raised by third parties

Any person becoming aware of a concern should report it as soon as practicable to the Director, Head Coach, or designated Safeguarding Lead of HAA Performance Academy.

Responding to a Disclosure

Where a child or young person discloses harm, abuse, neglect, or unsafe behaviour, employees, coaches, contractors, and volunteers must:

- Remain calm
- Listen carefully
- Take the disclosure seriously
- Reassure the child they have done the right thing by speaking up
- Record information accurately
- Report the concern through appropriate channels

Employees, coaches, contractors, and volunteers must not:

- Promise confidentiality
- Conduct their own investigation
- Ask leading questions
- Dismiss or minimise concerns

The child's immediate safety and wellbeing must remain the priority.

Immediate Risk Procedures

Where there are reasonable grounds to believe that an athlete is at immediate risk of harm, HAA Performance Academy will take immediate action to protect the athlete.

This may include:

- Contacting Emergency Services (111)
- Contacting Police
- Contacting Oranga Tamariki
- Contacting a parent or caregiver where appropriate
- Taking reasonable steps to ensure the athlete's immediate safety

The safety and wellbeing of the athlete will always be the primary consideration.



Incident Recording and Record Keeping

HAA Performance Academy will maintain appropriate records relating to:

- Safeguarding concerns
- Child protection matters
- Complaints
- Incident reports
- Injury reports
- Behavioural concerns

Records will be:

- Kept confidential
- Stored securely
- Accessed only by authorised persons
- Retained in accordance with legal and operational requirements

Reporting to External Agencies

Where there are reasonable grounds to believe a child or young person is at risk of significant harm, HAA Performance Academy may contact:

- New Zealand Police
- Oranga Tamariki
- Emergency Services
- Appropriate support agencies

The safety and wellbeing of the child will always be the primary consideration.

Breaches of this Policy

Any breach of this policy may result in:

- Verbal warning
- Written warning
- Removal from Academy activities
- Suspension of coaching or volunteer responsibilities
- Termination of involvement with HAA Performance Academy
- Referral to external agencies where appropriate

The seriousness of the breach will determine the response.

Policy Review

This policy will be reviewed annually or sooner where legislative changes, operational requirements, or best-practice guidance require amendment.

Policy Owner: HAA Performance Academy



HAA Performance Academy

Health & Safety Policy

Purpose

The purpose of this policy is to provide a safe and healthy environment for all athletes, employees, coaches, contractors, volunteers, parents, caregivers, and visitors participating in HAA Performance Academy activities.

HAA Performance Academy is committed to taking all reasonably practicable steps to prevent injury, illness, and harm by identifying, managing, and minimising health and safety risks associated with our programmes and activities.

This policy outlines HAA Performance Academy's commitment to health and safety and the responsibilities and procedures that support safe participation in all Academy activities.

Scope

This policy applies to:

- All employees of HAA Performance Academy
- Coaches and assistant coaches
- Contractors and consultants
- Volunteers
- Athletes participating in HAA Performance Academy programmes
- Parents, caregivers, and whānau attending Academy activities
- Any person acting on behalf of HAA Performance Academy

This policy applies to all HAA Performance Academy activities, including:

- Individual coaching sessions
- Group training sessions
- Athlete development programmes
- Sporting events and competitions
- Workshops and clinics
- Activities undertaken in public spaces
- Community facilities and sporting grounds
- Any environment where HAA Performance Academy activities are taking place

Policy Statement

Policy

HAA Performance Academy is committed to providing and maintaining a safe environment for all participants.

The Academy recognises that health and safety is everyone's responsibility and requires the active participation of employees, coaches, volunteers, athletes, and whānau.

Procedures

Roles and Responsibilities

HAA Performance Academy

HAA Performance Academy will:

- Provide safe training environments where reasonably practicable
- Identify and manage hazards and risks
- Ensure emergency procedures are in place
- Maintain appropriate health and safety documentation

- Ensure incidents, injuries, and near misses are recorded
- Provide appropriate supervision of athletes
- Maintain first aid resources
- Review health and safety practices regularly

Employees, Coaches, Contractors and Volunteers

Employees, coaches, contractors, and volunteers must:

- Take reasonable care of their own health and safety
- Take reasonable care that their actions do not adversely affect others
- Follow HAA Performance Academy policies and procedures
- Report hazards, incidents, injuries, and near misses
- Actively contribute to a safe environment
- Stop activities they believe present an immediate safety risk

Athletes

Athletes are expected to:

- Follow coach instructions
- Behave responsibly and respectfully
- Use equipment safely
- Report injuries, hazards, or concerns
- Respect the safety of others

Parents and Caregivers

Parents and caregivers are expected to:

- Provide accurate medical and emergency contact information
- Inform HAA Performance Academy of relevant health conditions or injuries
- Follow Academy safety requirements
- Support safe participation in Academy activities

Risk Identification and Management

HAA Performance Academy will take reasonable steps to identify, assess, and manage hazards and risks associated with Academy activities.

This includes:

- Assessing training environments before activities begin
- Monitoring risks throughout activities
- Taking action to eliminate, isolate, or minimise identified risks
- Reviewing incidents and near misses to prevent recurrence

Health and safety risks will be reviewed regularly and whenever new activities, locations, or equipment are introduced.

Public Spaces and Facilities

As HAA Performance Academy operates in public spaces and community facilities, additional precautions will be taken to ensure participant safety.

Prior to activities commencing, coaches will assess the environment for hazards including:

- Uneven ground
- Damaged playing surfaces
- Debris or hazardous objects
- Unsafe weather conditions
- Public activity that may impact safety
- Vehicle movement or nearby traffic
- Restricted or unsafe access areas

Coaches will conduct a visual site inspection before each session.

Any identified hazards will be removed, isolated, or managed where reasonably practicable.

Session boundaries will be clearly identified to athletes before activities commence.

Athletes will be instructed to remain within designated training areas unless directed otherwise by a coach.

Public interference, unsafe behaviour, or hazards created by members of the public may result in activities being modified, relocated, suspended, or cancelled.

Activities may be modified, relocated, postponed, or cancelled where safety risks cannot be adequately managed.

Athlete Supervision

Athletes will be actively supervised during all HAA Performance Academy activities.

Employees and coaches will:

- Maintain awareness of participant locations and activities
- Monitor athlete wellbeing and fatigue
- Provide age-appropriate supervision
- Ensure athletes participate safely within their abilities

Reasonable supervision ratios will be maintained based on the number, age, and needs of participants.

Injury Management and First Aid

HAA Performance Academy will maintain appropriate first aid resources during training sessions and events.

A first aid kit will be available at all HAA Performance Academy sessions.

Emergency contact information will be accessible during all Academy activities.

Where an injury occurs:

- First aid will be administered where appropriate.
- Parents or caregivers will be notified as soon as practicable.
- Medical assistance will be sought when required.
- Injury details will be recorded using an Incident and Injury Report Form.
- Serious injuries will be reported to parents or caregivers as soon as practicable.
- Athletes returning from injury may be required to provide medical clearance where appropriate.

Emergency contact information provided during registration will be used when necessary.

Incident, Accident and Near Miss Reporting

All incidents, accidents, injuries, and near misses must be reported to HAA Performance Academy.

Records will include:

- Date and time
- Location
- Individuals involved
- Description of the event
- Actions taken
- Follow-up requirements

Incidents and near misses should be reported as soon as practicable following the event.

Corrective actions identified through investigations will be implemented where reasonably practicable.

Incident records will be stored securely and reviewed periodically to identify trends or recurring hazards.

Where appropriate, incidents will be reviewed to identify improvements that may reduce future risk.

Equipment Safety

HAA Performance Academy will ensure equipment used during activities is fit for purpose and safe to use.

Employees and coaches will:

- Inspect equipment prior to use
- Remove damaged equipment from use
- Ensure equipment is used appropriately
- Store equipment safely when not in use

Athletes must use equipment only as instructed.

Environmental Conditions

HAA Performance Academy recognises that environmental conditions can significantly impact participant safety.

Coaches will monitor:

- Temperature
- Rainfall
- Wind conditions
- Lightning activity
- Ground conditions
- Air quality where relevant

Activities may be modified, reduced, postponed, relocated, or cancelled where conditions present an unacceptable risk.

Activities will be suspended immediately if lightning is observed in the immediate area.

Coaches may implement additional hydration breaks during hot weather.

Activities may be shortened where environmental conditions increase athlete fatigue, dehydration, or injury risk.

Decisions regarding weather-related cancellations, postponements, or modifications will be made by the lead coach or designated HAA Performance Academy representative.

Participant wellbeing and safety will always take priority over programme delivery.

Emergency and Natural Disaster Procedures

HAA Performance Academy will maintain emergency procedures appropriate to the environments in which activities occur.

Potential emergencies include:

- Medical emergencies
- Serious injuries
- Fire
- Earthquakes
- Flooding
- Severe storms
- Tsunami warnings
- Civil Defence emergencies
- Other significant incidents

In the event of an emergency:

- The immediate safety of participants will be prioritised.
- Emergency services will be contacted where required.
- Parents or caregivers will be notified as soon as practicable.
- Athletes will be relocated to a safe area where necessary.
- Instructions from emergency services and Civil Defence authorities will be followed.
- Coaches will maintain access to a charged mobile phone during Academy activities.
- Emergency contact details will be available during all sessions.
- Athletes will be assembled and accounted for following any emergency evacuation or relocation.
- Coaches will communicate emergency instructions clearly and calmly to athletes and caregivers.

Activities may be suspended, postponed, relocated, or cancelled where emergency conditions exist.

Following a significant emergency event, HAA Performance Academy will review its response and implement improvements where required.

Emergency Contact Information

HAA Performance Academy will maintain current emergency contact information for all registered athletes.

Parents and caregivers are responsible for ensuring registration information remains accurate and up to date.

Emergency contact information will only be used for legitimate health, safety, and programme-related purposes.

Health and Wellbeing

HAA Performance Academy recognises the importance of athlete wellbeing as part of long-term performance and development.

The Academy promotes:

- Safe training practices
- Appropriate recovery
- Hydration and nutrition awareness
- Positive wellbeing habits
- Athlete self-awareness

Athletes will be encouraged to communicate when they are feeling unwell, injured, fatigued, or unable to participate safely.

Coaches may modify activities based on athlete wellbeing, injury status, environmental conditions, training load, or readiness to participate.

Rest, recovery, hydration, and positive training habits will be actively promoted throughout Academy programmes.

Where appropriate, HAA Performance Academy may incorporate maramataka-informed approaches to support understanding of athlete energy, readiness, recovery, and overall wellbeing.

Right to Stop Unsafe Activities

Any employee, coach, contractor, or volunteer may stop an activity immediately if they believe continuing presents a serious risk to health or safety.

Activities will not resume until the identified risk has been appropriately assessed and managed.

The safety of participants will always take priority over programme schedules or outcomes.

Training and Induction

Employees, coaches, contractors, and volunteers will receive appropriate information regarding:

- Health and safety responsibilities
- Emergency procedures
- Incident reporting
- Risk management
- Safe coaching practices
- First aid processes

New employees, coaches, contractors, and volunteers will receive a health and safety induction before commencing duties.

Individuals will be informed of emergency procedures, reporting requirements, relevant policies, and expectations relating to participant safety.

Records of completed inductions and relevant training may be maintained by HAA Performance Academy.

Individuals will be expected to understand and comply with HAA Performance Academy health and safety requirements.



Monitoring and Review

HAA Performance Academy will regularly review:

- Incidents and injury records
- Hazard management processes
- Emergency procedures
- Health and safety practices
- Feedback from participants and whānau

Reviews will be used to continuously improve health and safety outcomes across Academy activities.

Communication During Emergencies

HAA Performance Academy recognises the importance of timely communication during emergencies and significant incidents.

- Parents and caregivers will be contacted as soon as practicable following any significant incident, injury, or emergency involving their athlete.
- Communication may occur via phone call, text message, email, or other available means.
- HAA Performance Academy will provide updates where activities are disrupted by emergencies, severe weather, natural disasters, or other significant events.
- Emergency communications will prioritise the safety and wellbeing of athletes and participants.

Athlete Medical Information

HAA Performance Academy requires accurate medical information to support the health and safety of athletes.

- Parents and caregivers must provide accurate and up-to-date medical information during registration.
- Any changes to medical conditions, medications, allergies, injuries, or emergency contact details must be communicated to HAA Performance Academy as soon as practicable.
- Relevant medical information will be accessible to authorised personnel where required to ensure participant safety.
- Medical information will be handled and stored in accordance with HAA Performance Academy's Privacy Policy.
- Where appropriate, individual athlete needs may be considered when planning and delivering activities to support safe participation.

Policy Review

This policy will be reviewed annually or sooner where legislative changes, operational requirements, or identified risks require amendment.

Policy Owner: HAA Performance Academy



HAA Performance Academy

Code of Conduct Policy

Purpose

The purpose of this policy is to establish clear expectations for behaviour and conduct at HAA Performance Academy.

HAA Performance Academy is committed to creating a positive, inclusive, respectful, and supportive environment where athletes can develop physically, mentally, socially, emotionally, and culturally.

This policy outlines the standards of behaviour expected of all athletes, employees, coaches, contractors, volunteers, parents, caregivers, and whānau participating in HAA Performance Academy activities.

The Code of Conduct supports the Academy's commitment to athlete wellbeing, positive participation, accountability, integrity, and respect.

Scope

This policy applies to:

- All employees of HAA Performance Academy
- Coaches and assistant coaches
- Contractors and consultants
- Volunteers
- Athletes participating in HAA Performance Academy programmes
- Parents, caregivers, and whānau attending Academy activities
- Any person representing or acting on behalf of HAA Performance Academy

This policy applies during:

- Training sessions
- Individual coaching sessions
- Group coaching sessions
- Competitions and events
- Workshops and clinics
- Online communication
- Social media interactions
- Any activity associated with HAA Performance Academy

Policy Statement

Policy

HAA Performance Academy is built on the values of:

- Respect
- Discipline
- Integrity
- Accountability
- Growth
- Excellence
- Whanaungatanga

All participants are expected to contribute to an environment that reflects these values.

Behaviour that compromises the safety, wellbeing, dignity, or experience of others will not be tolerated.

Everyone involved with HAA Performance Academy is expected to behave in a manner that reflects the positive culture and standards of the Academy.

Procedures

Respect

All participants will:

- Treat others with dignity, courtesy, and respect.
- Value diversity and inclusion.
- Respect different cultures, backgrounds, beliefs, and experiences.
- Use language that is respectful and appropriate.
- Respect the rights, wellbeing, and personal boundaries of others.

Participants must not:

- Engage in bullying, harassment, intimidation, or discrimination.
- Use abusive, threatening, offensive, or inappropriate language.
- Exclude, ridicule, or deliberately undermine others.

Athlete Conduct

Athletes participating in HAA Performance Academy programmes are expected to:

- Attend sessions ready to participate.
- Follow coach instructions.
- Demonstrate positive sportsmanship.
- Respect teammates, coaches, volunteers, and other participants.
- Take responsibility for their actions and behaviour.
- Encourage and support fellow athletes.
- Give their best effort during training and activities.
- Represent HAA Performance Academy positively.

Athletes must not:

- Engage in bullying or disruptive behaviour.
- Use inappropriate language.
- Create unsafe situations for themselves or others.
- Refuse reasonable instructions from coaches.
- Behave in a manner that negatively impacts the experience of other participants.

Employee, Coach, Contractor and Volunteer Conduct

Employees, coaches, contractors, and volunteers are expected to:

- Act professionally at all times.
- Be positive role models.
- Promote safe and inclusive participation.
- Treat all athletes fairly and equitably.
- Demonstrate honesty, integrity, and professionalism.
- Maintain appropriate professional boundaries.
- Follow all HAA Performance Academy policies and procedures.
- Support the physical, emotional, and social wellbeing of athletes.
- Promote a positive and respectful Academy culture.

Employees, coaches, contractors, and volunteers must not:

- Engage in behaviour that may bring HAA Performance Academy into disrepute.
- Use inappropriate, discriminatory, abusive, or threatening language.
- Favour or unfairly disadvantage athletes.
- Attend Academy activities while impaired by alcohol or drugs.
- Act in a manner that compromises athlete wellbeing or participation.

Parent, Caregiver and Whānau Conduct

Parents, caregivers, and whānau play an important role in supporting athlete development.

Parents, caregivers, and whānau are expected to:

- Treat athletes, coaches, volunteers, and other families with respect.
- Support positive participation and athlete development.
- Communicate concerns respectfully and appropriately.
- Follow Academy policies and procedures.
- Support coaches to deliver programmes effectively.
- Promote positive behaviour and sportsmanship.
- Encourage effort, learning, and personal growth.

Parents, caregivers, and whānau must not:

- Engage in abusive, aggressive, intimidating, or threatening behaviour.
- Disrupt Academy activities.
- Undermine coaches in front of athletes.
- Use inappropriate language towards participants or Academy representatives.
- Engage in behaviour that negatively impacts the experience of others.

Communication and Social Media

All participants are expected to communicate respectfully both in person and online.

When using social media or digital platforms, participants must:

- Represent HAA Performance Academy positively.
- Communicate respectfully.
- Respect privacy and confidentiality.
- Avoid posting content that may harm the reputation of athletes, families, employees, coaches, volunteers, or the Academy.
- Consider the impact of online behaviour on others.

Participants must not:

- Engage in cyberbullying.
- Share offensive, abusive, or discriminatory content.
- Post confidential information.
- Use social media to harass, intimidate, or target others.
- Misrepresent HAA Performance Academy or its programmes.

Fair Play and Sportsmanship

HAA Performance Academy promotes positive participation and athlete development.

All participants are expected to:

- Demonstrate fairness and honesty.
- Show respect regardless of ability or performance.
- Encourage effort, learning, and improvement.
- Celebrate success respectfully.
- Accept decisions respectfully.
- Support teammates and fellow participants.

Winning should never come at the expense of integrity, respect, or the wellbeing of others.

Following Academy Policies and Procedures

All participants are expected to:

- Follow HAA Performance Academy policies and procedures.
- Follow reasonable instructions provided by employees, coaches, contractors, and volunteers.
- Act in a manner that supports the safety, wellbeing, and positive participation of all athletes.
- Raise concerns respectfully and appropriately where required.
- Support a positive, inclusive, and respectful Academy environment.

Participants must not:

- Deliberately disregard Academy policies or procedures.
- Refuse reasonable directions from Academy representatives.
- Engage in behaviour that negatively impacts the experience, wellbeing, or participation of others.

Respect for Academy Property

All participants are expected to:

- Respect Academy equipment, facilities, and resources.
- Use equipment only as instructed by Academy representatives.
- Report damaged equipment or facilities to a coach or Academy representative.
- Help maintain clean, safe, and respectful training environments.

Deliberate damage to Academy property, facilities, or equipment may result in disciplinary action and may require reimbursement for repair or replacement costs where appropriate.

Breaches of this Policy

Where behaviour does not meet the expectations outlined in this Code of Conduct, HAA Performance Academy may take appropriate action.

Responses may include:

- Informal discussion
- Verbal reminder
- Verbal warning
- Written warning
- Removal from a session or activity
- Suspension from Academy activities
- Termination of involvement with HAA Performance Academy

The response will depend on:

- The nature of the behaviour
- The seriousness of the behaviour
- The impact on others
- Whether the behaviour is repeated

Where behaviour involves safeguarding concerns, unlawful behaviour, or serious misconduct, HAA Performance Academy may refer matters to the appropriate authorities.

Policy Review

This policy will be reviewed annually or sooner where operational requirements, legislative changes, or identified issues require amendment.

Policy Owner: HAA Performance Academy



HAA Performance Academy

Photography and Social Media Policy

Purpose

The purpose of this policy is to provide guidance on the responsible collection, use, storage, and sharing of photographs, videos, and social media content involving athletes participating in HAA Performance Academy programmes.

HAA Performance Academy recognises the value of photography, videography, and social media in celebrating athlete achievements, promoting programmes, and engaging with the wider community. The Academy is committed to protecting the privacy, dignity, wellbeing, and safety of all athletes when capturing and sharing content.

This policy establishes expectations and procedures for employees, coaches, contractors, volunteers, athletes, parents, caregivers, and whānau regarding photography, video recording, and social media use.

Scope

This policy applies to:

- All employees of HAA Performance Academy
- Coaches and assistant coaches
- Contractors and consultants
- Volunteers
- Athletes participating in HAA Performance Academy programmes
- Parents, caregivers, and whānau attending Academy activities
- Any individual acting on behalf of HAA Performance Academy

This policy applies to:

- Training sessions
- Individual coaching sessions
- Group coaching sessions
- Events and competitions
- Workshops and clinics
- Academy marketing and promotional activities
- Academy websites and digital platforms
- Social media platforms
- Any photography, videography, or digital content associated with HAA Performance Academy

Policy Statement

Policy

HAA Performance Academy is committed to ensuring all photography, videography, and social media activity is conducted in a safe, respectful, and appropriate manner.

The Academy recognises that athletes have the right to privacy and that parents and caregivers have the right to determine how images and videos of their children are used.

Photographs and videos will only be collected, used, stored, and shared for legitimate Academy purposes and in accordance with permissions provided by parents or caregivers.

The safety and wellbeing of athletes will always take priority over promotional or marketing objectives.

Procedures

Consent and Permissions



HAA Performance Academy will obtain photography and media permissions through the athlete registration process.

Parents and caregivers will have the opportunity to indicate whether they consent to the use of photographs and videos for:

- Coaching and performance feedback
- Academy social media platforms
- Academy marketing and promotional materials

Photography and video permissions may be updated or withdrawn by parents or caregivers at any time by notifying HAA Performance Academy.

HAA Performance Academy will maintain records of all photography and media permissions.

Appropriate Photography and Video Use

Photographs and videos taken during Academy activities must:

- Be relevant to Academy activities and programmes.
- Portray athletes respectfully and appropriately.
- Reflect positive participation and athlete development.
- Be consistent with the values of HAA Performance Academy.

Photography and videography must not:

- Place athletes at risk.
- Capture athletes in situations that may be considered inappropriate, embarrassing, or unsafe.
- Be used in a manner that may cause harm, distress, or humiliation.
- Be altered or manipulated in a way that misrepresents an athlete or Academy activity.

Use of Images and Videos

Where consent has been provided, HAA Performance Academy may use photographs and videos for:

- Programme promotion
- Academy marketing materials
- Social media content
- Websites and digital platforms
- Athlete recognition and celebration
- Coaching and performance analysis

Where practical, HAA Performance Academy will avoid publishing unnecessary personal information alongside images and videos.

Storage and Protection of Images

HAA Performance Academy will take reasonable steps to ensure photographs and videos are stored securely.

Images and videos will:

- Be stored on secure devices, platforms, or systems.
- Only be accessible to authorised individuals where required.
- Be used only for legitimate Academy purposes.
- Be deleted when no longer required where appropriate.

Social Media Use by Employees, Coaches, Contractors and Volunteers

Employees, coaches, contractors, and volunteers are expected to maintain professional standards when using social media.

Individuals must:

- Represent HAA Performance Academy positively.
- Communicate respectfully and professionally.
- Protect athlete privacy and confidentiality.
- Maintain appropriate professional boundaries.

- Follow all Academy policies and procedures.

Employees, coaches, contractors, and volunteers must not:

- Share confidential information.
- Post content that may harm the reputation of athletes, families, staff, volunteers, or the Academy.
- Engage in cyberbullying, harassment, or inappropriate online behaviour.
- Publish photographs or videos that do not comply with parental permissions.
- Use social media in a manner that compromises athlete wellbeing or safety.

Communication with Athletes Through Social Media

Professional boundaries must be maintained at all times.

Employees, coaches, contractors, and volunteers should:

- Communicate through parents or caregivers where appropriate.
- Use Academy-approved communication channels where available.
- Ensure communications are related to Academy activities and participation.

Employees, coaches, contractors, and volunteers must not:

- Engage in secretive or inappropriate online communication with athletes.
- Use social media platforms to establish inappropriate personal relationships.
- Share content that would be considered inappropriate, offensive, or harmful.

Social Media Use by Athletes

Athletes are expected to:

- Communicate respectfully online.
- Demonstrate good sportsmanship and positive behaviour.
- Respect the privacy and dignity of others.
- Represent HAA Performance Academy positively when identifying themselves as Academy participants.

Athletes must not:

- Engage in cyberbullying or online harassment.
- Share offensive, abusive, discriminatory, or inappropriate content.
- Post content intended to intimidate, embarrass, or harm others.
- Misrepresent Academy programmes, activities, or individuals.

Social Media Use by Parents, Caregivers and Whānau

Parents, caregivers, and whānau are encouraged to celebrate athlete participation and achievements while respecting the privacy and wellbeing of others.

Parents, caregivers, and whānau are expected to:

- Communicate respectfully online.
- Respect the privacy preferences of other families.
- Support a positive Academy environment.
- Raise concerns directly with HAA Performance Academy where appropriate.

Parents, caregivers, and whānau must not:

- Use social media to harass, intimidate, or target athletes, families, coaches, volunteers, or Academy representatives.
- Publish content that may place athletes at risk.
- Share confidential Academy information without permission.

Breaches of this Policy

Any breach of this policy may result in:

- Informal discussion
- Verbal reminder
- Verbal warning



- Written warning
- Removal of content
- Suspension from Academy activities
- Termination of involvement with HAA Performance Academy

Where behaviour involves safeguarding concerns, unlawful behaviour, or serious misconduct, HAA Performance Academy may refer matters to the appropriate authorities.

Policy Review

This policy will be reviewed annually or sooner where operational requirements, legislative changes, or identified issues require amendment.

Policy Owner: HAA Performance Academy



HAA Performance Academy

Privacy Policy

Purpose

The purpose of this policy is to ensure that personal information collected by HAA Performance Academy is managed in a lawful, secure, and responsible manner.

HAA Performance Academy recognises the importance of privacy and is committed to protecting the personal information of athletes, parents, caregivers, whānau, employees, coaches, contractors, volunteers, and other individuals who engage with the Academy.

This policy outlines how personal information is collected, used, stored, accessed, disclosed, and protected in accordance with the Privacy Act 2020.

Scope

This policy applies to:

- All employees of HAA Performance Academy
- Coaches and assistant coaches
- Contractors and consultants
- Volunteers
- Athletes participating in Academy programmes
- Parents, caregivers, and whānau
- Any person acting on behalf of HAA Performance Academy

This policy applies to all personal information collected through:

- Registration and enrolment forms
- Online forms and digital platforms
- Email communications
- Phone communications
- Academy records
- Incident and injury reports
- Attendance records
- Photography and media permissions
- Programme participation

Policy Statement

Policy

HAA Performance Academy is committed to collecting, using, storing, and managing personal information responsibly and in accordance with applicable privacy legislation.

Personal information will only be collected where it is necessary for legitimate Academy purposes and will only be accessed by authorised individuals who require the information to perform their role.

The Academy will take reasonable steps to ensure personal information remains accurate, secure, and protected from unauthorised access, use, disclosure, alteration, or loss.

Procedures

Collection of Personal Information

HAA Performance Academy may collect personal information including:

- Athlete names

- Dates of birth
- Parent and caregiver details
- Contact information
- Emergency contact information
- Medical information relevant to participation
- Attendance records
- Incident and injury information
- Photography and media permissions
- Payment information
- Programme participation records
- Communication records

Information will be collected directly from the individual or their parent or caregiver wherever practicable.

Only information necessary for Academy operations, athlete wellbeing, safety, communication, and programme delivery will be collected.

Use of Personal Information

Personal information may be used for:

- Registering athletes in Academy programmes
- Delivering programmes and services
- Communicating with athletes and families
- Managing health, safety, and wellbeing requirements
- Responding to emergencies and incidents
- Maintaining attendance and participation records
- Managing payments and administration
- Meeting legal and operational obligations
- Improving Academy programmes and services

Personal information will not be used for purposes unrelated to Academy activities without appropriate consent unless required by law.

Storage and Security of Information

HAA Performance Academy will take reasonable steps to protect personal information from unauthorised access, loss, misuse, alteration, or disclosure.

Information may be stored:

- Electronically
- In cloud-based systems
- In paper-based records

Reasonable safeguards may include:

- Password protection
- Secure devices and systems
- Restricted access to records
- Secure storage of physical documents

Only authorised personnel will have access to personal information where required for legitimate Academy purposes.

Access to Personal Information

Access to personal information will be limited to authorised employees, coaches, contractors, and volunteers who require access to perform their duties.

Individuals who access personal information must:

- Respect privacy and confidentiality
- Use information only for authorised purposes
- Protect information from unauthorised disclosure



Unauthorised access, use, or disclosure of personal information may result in disciplinary action.

Disclosure of Personal Information

HAA Performance Academy will not sell, rent, trade, or otherwise distribute personal information to third parties.

Personal information may be disclosed:

- With the consent of the individual or parent/caregiver
- To emergency services or medical professionals where necessary
- Where required by law
- Where necessary to protect the safety or wellbeing of an individual
- To government agencies where legally required

Only information necessary for the relevant purpose will be disclosed.

Photography and Media Information

Photography and media permissions will be managed in accordance with the HAA Performance Academy Photography and Social Media Policy.

Parents and caregivers will be able to provide or withhold consent for the use of photographs and videos involving their athlete.

Photography and media permissions may be amended or withdrawn by parents or caregivers at any time.

Accuracy of Information

Parents, caregivers, athletes, employees, coaches, contractors, and volunteers are encouraged to ensure personal information held by HAA Performance Academy remains accurate and up to date.

Changes to:

- Contact details
- Emergency contacts
- Medical information
- Relevant participation information

should be communicated to HAA Performance Academy as soon as practicable.

Access and Correction Requests

Individuals may request access to personal information held about them by HAA Performance Academy.

Parents or caregivers may request access to information held about their athlete where appropriate.

Individuals may also request correction of information they believe is inaccurate, incomplete, or out of date.

Requests should be submitted directly to HAA Performance Academy.

Retention and Disposal of Information

HAA Performance Academy will retain personal information only for as long as reasonably necessary to fulfil operational, legal, safety, and administrative requirements.

When information is no longer required, reasonable steps will be taken to securely delete, destroy, or anonymise records where appropriate.

Privacy Breaches

A privacy breach occurs when personal information is accessed, disclosed, altered, lost, or used without authorisation.

Where a privacy breach occurs, HAA Performance Academy will:

- Take immediate steps to contain the breach where possible
- Assess the nature and extent of the breach
- Take reasonable steps to minimise harm
- Notify affected individuals where appropriate



- Comply with any legal obligations relating to privacy breach notification

Complaints

Individuals who have concerns regarding the collection, use, storage, or disclosure of personal information are encouraged to raise their concerns directly with HAA Performance Academy.

All complaints will be taken seriously and addressed as promptly as practicable.

Policy Review

This policy will be reviewed annually or sooner where legislative changes, operational requirements, or identified issues require amendment.

Policy Owner: HAA Performance Academy

HAA Performance Academy

Refund and Cancellation Policy

Purpose

The purpose of this policy is to provide clear guidance regarding programme cancellations, withdrawals, refunds, and missed sessions at HAA Performance Academy.

HAA Performance Academy is committed to providing fair and transparent processes while recognising the planning, staffing, administration, and operational costs associated with delivering Academy programmes and services.

This policy outlines the circumstances in which refunds may be available and how cancellations will be managed.

Scope

This policy applies to:

- All athletes enrolled in HAA Performance Academy programmes
- Parents, caregivers, and whānau of enrolled athletes
- Individual coaching sessions
- Group coaching sessions
- Athlete development programmes
- Workshops, clinics, and events delivered by HAA Performance Academy

Policy Statement

Policy

HAA Performance Academy aims to provide a fair and consistent approach to refunds and cancellations.

Refund requests will be considered in accordance with this policy.

Programme fees contribute to staffing, administration, equipment, venue costs, programme development, and operational expenses. For this reason, refunds may not always be available once a programme has commenced.

Procedures

First Session Trial Guarantee

HAA Performance Academy offers a First Session Trial Guarantee for selected programmes where advertised.

Where a First Session Trial Guarantee applies:

- Athletes may attend the first session and determine whether the programme is suitable.
- A refund may be requested following the first session if the athlete does not wish to continue.
- Refund requests must be received within 48 hours of the first session.
- Once participation continues beyond the first session, the standard refund provisions of this policy will apply.

Athlete Withdrawal Prior to Programme Commencement

Where an athlete withdraws before a programme begins:

- More than 7 days before commencement: Full refund.
- Within 7 days of commencement: Refund may be considered at the discretion of HAA Performance Academy.
- Administrative or transaction fees may be deducted where applicable.

Athlete Withdrawal After Programme Commencement

Where an athlete withdraws after a programme has commenced:

- Refunds will generally not be provided.
- Partial refunds may be considered in exceptional circumstances.
- Supporting information may be requested where appropriate.

Exceptional circumstances may include:

- Serious injury preventing participation.
- Significant medical circumstances.
- Family emergencies.
- Other circumstances approved by HAA Performance Academy.

Missed Sessions

HAA Performance Academy is unable to provide refunds, credits, or make-up sessions for sessions missed due to:

- Personal commitments
- Holidays
- School activities
- Transport difficulties
- Illness or injury not preventing participation in the remainder of the programme
- Other participant-related circumstances

Programme fees secure a place within the programme rather than attendance at individual sessions.

Programme Cancellations by HAA Performance Academy

HAA Performance Academy reserves the right to cancel, postpone, modify, or reschedule programmes where necessary.

Reasons may include:

- Insufficient participant numbers
- Severe weather conditions
- Health and safety concerns
- Natural disasters
- Staff illness or unavailability
- Circumstances beyond the Academy's reasonable control

Where a programme is cancelled by HAA Performance Academy prior to commencement:

- Participants will receive a full refund or transfer option.

Where a programme is cancelled after commencement:

- A credit, transfer, make-up session, or partial refund may be offered where appropriate.

Weather-Related Cancellations

As many HAA Performance Academy activities are delivered outdoors, weather conditions may occasionally impact programme delivery.

Sessions may be postponed, modified, relocated, shortened, or cancelled where weather conditions create unacceptable risks.

Examples include:

- Lightning
- Severe rain
- Flooding
- High winds
- Extreme temperatures
- Unsafe field conditions

Where practicable, HAA Performance Academy will attempt to:



- Reschedule sessions
- Extend programmes
- Provide alternative arrangements

No refund will automatically apply where reasonable alternative arrangements are provided.

Individual Coaching Sessions

Where individual coaching sessions are offered:

Participant cancellations:

- More than 24 hours' notice: Session may be rescheduled.
- Less than 24 hours' notice: Session fee may be forfeited.

HAA Performance Academy cancellations:

- Sessions cancelled by the Academy will be rescheduled or refunded.

Refund Request Process

All refund requests must:

- Be submitted in writing.
- Include the athlete's name.
- Include the programme or service concerned.
- Include the reason for the request.

Refund requests should be submitted to HAA Performance Academy as soon as practicable.

Refund decisions will be made by HAA Performance Academy and communicated to the parent or caregiver.

Non-Transferability

Programme registrations and coaching bookings are non-transferable unless approved by HAA Performance Academy.

Policy Review

This policy will be reviewed annually or sooner where operational requirements or identified issues require amendment.

Policy Owner: HAA Performance Academy