

**TEACHER / GROUP LEADER
INFORMATION PACK**

**YMCA CAMP WARRAWEE
& NORTH PINE LODGE**



Welcome & Thank You

The staff at Y Camping would like to thank you for choosing Camp Warrawee and North Pine Lodge as the provider of your next school/group camp.

We appreciate the work involved with organising camps and hope that this pack will assist you in this process. Furthermore, through careful planning and preparation we can ensure that your program will run smoothly and safely, that the aims and objectives of the program are met, and that all involved have an enjoyable and rewarding experience.

This 'Teacher/Group Leader Information Pack' includes information relevant for Teachers/Group Leaders. To better manage camps we use a system called Venue Life. Venue Life offers a user interface and booking system to streamline processes for both camp management and client groups. Venue Life will enable you to manage camp attendee data including dietary and medical requirements, room and group allocations.

All camps are required to submit information using the Venue Life system.

Please note that not all sections of this pack will be relevant to all camp guests. Please ignore any sections/information that is not relevant (ie. non-program camps).

If you have any questions please do not hesitate to contact the Camp Warrawee and North Pine Lodge office on 07 3882 1436 or camping@ymcabrisbane.org. We look forward to providing yourself and your group an experience they will never forget.

Kind Regards



Graeme Ferguson

Camp Manager Camp Warrawee | North Pine Lodge | Bundalong

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1.0 Camp Planning-Communication Timeline

| Timeline | School/Group Task | YMCA Camping Task |
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| Camp Booking Enquiry ASAP | <input type="checkbox"/> Submit Camp Booking Enquiry Form and complete desired outcomes on YMCA Learning Framework. | Send Proposal email including: <ul style="list-style-type: none"> * Camp Quote and Hire Agreement * Deposit Invoice * Benevolence Assistance Application Form and Letter (Schools Only) * Camp Information Pack |
| Camp Confirmation 28 Days | <input type="checkbox"/> Click 'CONFIRM' on Camp Proposal email. <input type="checkbox"/> Pay Camp Deposit within 28 days of receipt of Proposal Email. <input type="checkbox"/> Return Benevolence Assistance Application Form (as required). | Upon receipt of Deposit: <ul style="list-style-type: none"> * Send Booking Confirmation email with links to Activity Risk Assessments. * Send Teacher/Group Leader Information Pack and links to additional resources. * Develop Program based on desired Learning Outcomes. Send to client for confirmation. |
| Camp Program 7 Days After Deposit | Confirm Camp Program: <ul style="list-style-type: none"> <input type="checkbox"/> Confirm Program (activities, timings). <input type="checkbox"/> Confirm if any additional facilities or equipment are required. | <ul style="list-style-type: none"> * Phone Teacher/Group Leader to lock-in program requirements (# of groups, # of activities and confirm timings). Map program to Learning Outcomes. * Confirm and roster YMCA activity instructors. * Note if any additional facilities or equipment are required. |

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| <p>Pre-camp Confirmation</p> <p>4 Weeks to 7 Days Prior</p> | <ul style="list-style-type: none"> ❑ Enter camp attendees (students & adults) in Venue Life portal (portal closes 7 days prior to camp). Data Options: Date Entry, Excel spreadsheet upload or Online Registration (link sent to camp attendees). <p>Minimum Requirements: Attendee Name, Special Dietaries, Medical Information</p> | <ul style="list-style-type: none"> * Send pre-camp reminder emails (3 weeks, 2 weeks and 10 days prior). * Send Final Camp Invoice. * Confirm Catering and Cleaning staff rosters. |
| <p>Camp Arrival</p> <p>Day 1</p> | <ul style="list-style-type: none"> ❑ Arrive at Camp Warrawee or North Pine Lodge. Please report to Office to advise staff of your arrival. | <ul style="list-style-type: none"> * Activity instructor to meet group and conduct games (as appropriate). * Y Staff to meet Teacher/Group Leader and conduct Site Induction and Site Tour. * Provide group with Group Induction Handbook (emergency procedures, emergency contacts etc). |
| <p>Camp Departure</p> <p>Last Day</p> | <ul style="list-style-type: none"> ❑ Ensure cabins and common areas are clean and tidy. | <ul style="list-style-type: none"> * Activity instructor to facilitate departure and assist Teachers/Group Leader (as required). |
| <p>Post Camp</p> <p>Within 14 Days</p> | <ul style="list-style-type: none"> ❑ Complete camp survey. ❑ Re-book ASAP to secure dates for following year. | <ul style="list-style-type: none"> * Send thank-you email and link to camp survey form. |

2.0 Planning Notes/Suggestions:

- **Venue Life:** Upon payment of Camp Deposit Y Camping will send login details for the Venue Life portal. All camp information **MUST** be submitted via Venue Life **7 days prior to camp**. There are several ways to add data including:

[] **Online Registration** (Reccomended) - send camp attendees a private link for them to complete a simple online registration form.

[] **Excel Upload** - upload data from an Excel spreadsheet.

[] **Manual Data Entry** - enter camp attendee data individually.

Venue Life can also be used to:

- allocate rooms
- set-up activity and duty groups
- conduct a roll call/check-in & out
- generate reports ie Special Diets/Medical Summary

- **Camp Numbers:** Please provide an accurate estimate of camp attendees. The Final Camp Invoice will reflect confirmed numbers as submitted via Venue Life (7 days prior to camp) or **80% of expected attendance** as stated at time of booking (whatever is greater).

- **Expectations:** While at camp we seek to foster a community through serving others. Research has shown when young people are given meaningful tasks it can help build their self-esteem and resilience. Helping others benefits menatal health and wellbeing and, fosters feelings of belonging and self-worth.

That's why while at camp we will seek your help with the following tasks:

- Setting up and packing away the Dining Hall furniture.
- Sweeping ad general tidy-up of common areas after use
- Assistance with serving meals, cleaning-up after meals and wash-up (Y camping staff can wash-up for an additional fee)
- Keeping cabins and general areas neat and tidy
- Picking up rubbish and using the correct bin.
- Returning furniture, sports equipment and electrical equipment after use

We understand it can be difficult coordinating camps and chasing consent forms etc. If you require more time or are having difficulties please let us know.

3.0 Teacher/Group Leader Responsibilities

General Responsibilities

- **Pre-camp organisation** as outlined in the 'Camp Planning – Communication Timeline'.
- **Program development** in conjunction with camp management.
- **Adequate supervision of campers at all times.** This includes:
 - provision of adequately trained staff to run any non YMCA led activities.
 - free time and shower time supervision.
 - lights out supervision and a 'first point of contact' teacher for after hours.
- **Delegation and supervision** of groups for meal duties.
- Provision of time upon arrival for **Camper Briefing**—organising Teacher/Group Leader must ensure that this information is passed on to any late arrivals or day visitors.
- **First Aid** responsibilities:
 - provision of qualified personnel, plus adequate First Aid supplies.
 - informing Camp Management of any incidents and completing Incident Reports (supplied by Y Camping).
- Organise and administer all **medications**.
- Ensuring that all **equipment** borrowed is returned in good order.
- Ensuring that students are ready and arrive to **meals on time**.
- Ensuring that students remain within **camp boundaries** and specified areas.
- Ensuring appropriate student **behaviour** at all times.
- Liaising with camp staff regarding any **changes** to the program.
- Provision of adequate **transport** in case of an **emergency**.

Activity Responsibilities

- Attaining information from parents (or next of kin) and participants of any medical conditions that may **impair** a participants or groups ability to **participate safely** in an activity.
- Advising the activity instructor of any relevant **medical conditions** prior to the activity commencing.
- Ensuring participants **adhere to all safety instructions** and directions given by the instructor.
- General **supervision** and **monitoring of behavior** during the activity session.
- **Technical support** e.g. helping participants fit their harness and helmet.

4.0 Arrival and Departure Procedures

Upon Arrival

- Camp participants will be met as they get off the bus, welcomed to camp and given some basic, preliminary instructions i.e. what to do with their bags (if time permits activity instructors will conduct some quick group games).
- Bags will be unloaded and placed in a designated area.
- Group Leaders will be given a safety briefing and brief tour of common areas and assigned accommodation.
- Camp Participants will be introduced to camp staff and given a safety briefing. It is essential that all are present and paying attention.
- Depending upon your arrival time, your program and the movements of groups departing, the following may also occur
 - Camp participants will have time for morning tea/afternoon tea.
 - Camp participants will move into accommodation.
 - Camp participants will be broken up into their activity groups.
 - Camp participants will go on an orientation walk.
 - Commencement of activity program.

Upon Departure

- Prior to the commencement of the final day's first activities, rooms must be vacated so as they can be cleaned for incoming groups. This is to be no later than **8.30am** unless otherwise arranged in advance with the Camp Management.
- A report on the condition of each cabin and associated facilities is completed before and after each group. Any damage will be invoiced to the group.
- Camp participant's bags are to be placed in a designated, weather proof and accessible area.
- Continuance of program until departure.

Post Camp

- Please complete the camp evaluation emailed post camp. This is the best way for us to improve our service and better meet your needs.

5.0 Dining Room Guidelines

- Morning Tea, Lunch and Afternoon Tea are normally eaten outside (weather permitting). If sharing the camp with another group please check the meal times/area on your program.
- Cups for meal breaks are in the washroom and are to be rinsed and left in the sink as they need to be run through the dishwasher.
- If multiple groups are staying at camp meal times are generally staggered. Should you take longer to eat your meals it is possible set up your tables to one side of the dining room. The other group can then set up the other side, and commence their meal, even if you have not finished your meal.
- Servers only need to be in position a couple of minutes before your nominated meal time.
- Groups are responsible for setting up and packing away tables and chairs. If multiple groups onsite please liaise with other group leaders before packing up to save unnecessary work.
- The kitchen staff will explain the wash up process, normally five helpers and a supervisor will be sufficient for wash up duty.

6.0 Food Handling Guidelines

- Our kitchen and activity staff are happy to help you at all meal times. Please nominate one Teacher/Group Leader to liaise with them.
- Please ensure servers observe food handling regulations – long hair tied back, closed in shoes, wash their hands just prior to serving the food and wear disposable gloves.
- A hand sanitiser solution is available for the use of all campers. The dispenser is located at the back of the stage and another in the main outside eating area near the stairs into the hall.
- Due to food handling regulations food can only be left out for a limited time. Please ensure all your group are served within **30 minutes** of your nominated meal time (as per your program).
- It is advisable to nominate one Teacher/Group Leader to oversee the serving portions at every meal.
- Ensure everyone has been served a meal before offering second helpings.
- Meal portions – food is ordered according to your final numbers sent to Camp Management prior to camp.

7.0 General Camp Guidelines

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| Arrival Times | Monday to Friday: generally arrival time is 10.00am. Weekend Camps: Friday at 4.00pm. |
| Departure Times | Monday to Friday campers will be required to check out of their rooms/ cabins prior to 8.30am on the day of departure. Bags will be allocated a storage area on site. Groups undertaking water activities on the final day will be allocated ablutions by Camp Management on the day. |
| Areas Off Limits | <ul style="list-style-type: none"> • The loading dock/ delivery area behind the kitchen and in front of the office. • All outdoor sheds in the above vicinity including the workshops and equipment storage areas. • Any accommodation not allocated to your group. • Swimming areas, ropes course or distant areas unless a Teacher/Group Leader or Instructor is in attendance. • Kitchen, unless asked to do so and then enclosed footwear is required. • Use of the camp machinery and vehicles is strictly prohibited. • Use of hazardous materials is strictly prohibited. |
| Prohibited Items | Bicycles, mini-scooters, pets/animals, skateboards/blades/roller-skates, firearms, fireworks, prohibited substances, offensive items, and unauthorised visitors. Use of mosquito coils within buildings is also prohibited as a fire safety requirement. |
| Damages/ Breakages | The Group Coordinator must report any facility problems or breakage to Camp Management immediately. Groups will be responsible for the cost of malicious acts and vandalism causing any loss, breakage of, or damage to equipment and or facilities. |
| Cleaning | While in Camp the group is responsible for the general cleanliness of their nominated section. Accommodation must be maintained in a clean and tidy state and garbage disposed of in the bins provided. Groups who do not leave their accommodation clean and tidy may be charged for the cost of additional cleaning. |

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| Food & Drinks | Food and drinks (other than water) are not permitted within any of the accommodation or recreation halls of the camp. Any food not provided by the Camp must be served and consumed offsite. |
| Footwear | Footwear with enclosed toe and heel is to be worn at all times, both on land and whilst in the water. |
| Disorderly Behaviour | Guests are expected to respect the site, staff and equipment of all people while on site. The Group Coordinator is responsible for the behaviour and actions of all persons participating in activities being conducted at the Camp. Camp Management may refuse to admit any person who in their opinion, is inappropriately dressed or who is affected by drugs or alcohol. They may also eject from Camp any person who is behaving in a disorderly, disruptive or dangerous manner. Failure to comply may result in your group being asked to leave immediately with no refund. |
| Gambling | Gambling is not permitted on the premises. |
| Smoking/ Consumption of Alcohol | Smoking is not permitted within the Camp (including all buildings and grounds) except at the front gate. Alcohol may not be consumed in any areas of the camp (including all buildings and grounds). |
| First-Aid | All groups are responsible for the provision of first aid and for the wellbeing of persons under their control and must bring their own first aid kit. For any injury sustained within the Camp, an Incident Report Form must be completed and returned to Camp Management at the end of camp. |
| Parking | Cars are to be parked in the car park and not beside buildings. Grassed areas are not to be driven over especially when wet. The speed limit must be adhered to at all times. |
| Noise | Our camp is in a residential area. Noise is to be kept to a minimum before 7.00am and after 10.00pm |
| Pool | Swimming is allowed whilst taking part in YMCA activities. Outside of these structured activities swimming is not permitted without supervision by a competent adult (18 years plus) holding current First Aid and CPR qualifications. Use of the pool is prohibited between the hours of 5.30pm and 6.00am. The pool is locked when not in use, therefore pre-arranged access by key during office hours is required for use of the pool. |

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| Vegetarians | <ul style="list-style-type: none"> We have vegetarian alternatives for all meals. |
| Gluten Free | <ul style="list-style-type: none"> We have gluten free alternatives for main meals only. Campers may bring own bread and snacks. We supply fruit as a Gluten Free alternative at Morning and Afternoon Tea. |
| Dairy Free | <ul style="list-style-type: none"> Soy milk is available. Campers may bring own bread and snacks. We supply fruit as a Dairy Free alternative at Morning and Afternoon Tea. |
| Other | <ul style="list-style-type: none"> For other dietary requirements please make campers aware that they may supply their own substitutes if our menu is not suitable for their dietary needs |

8.0 Camp Duties & Rosters

Everyone should contribute to the successful functioning of camp. It is advisable that Teachers/Group Leaders develop a Duty Roster with clear delegation of tasks to camp participants and supervising adults. Suggested duties for each meal include:

Set-up Team

Set-up tables and chairs for meals and return at the completion of the meal (if required).

Server

Teachers/Group Leaders must check with kitchen staff prior to each meal for the number of servers required. For safety when in the kitchen area all servers **must have closed-in footwear and long hair tied back.**

Clean-up Crew

The clean-up crew sweep the hall, wipe the tables and chairs down. All rubbish needs to be put into the bins provided in the eating areas.

Wash-up Team

Kitchen staff will explain how to use the dishwasher (if required). Wash-up Team rinse plates, wash and dry plates and cutlery and return to storage areas.

Other Duties:

Accommodation

All accommodation and common areas should be kept clean and tidy at all times. Brooms and dustpans are provided at each accommodation cabin and in common areas.

End of Camp

At the end of camp Teachers/Group Leaders must ensure that all camp participants have packed all of their belongings and all borrowed equipment is returned to Camp Management. All accommodation and common areas used by the group should be cleaned. If you have moved furniture please return to where you found it.

9.0 Medical & Dietary Requirements

Camp Medical and Dietary Requirements must be submitted via the Venue Life portal at least 7 days prior to camp. Whilst it is the responsibility of each group for the provision of their own first aid, it is important that our Outdoor Leaders have prior knowledge of medical issues that may impact on safe participation in activities. It is also important that our Catering Staff are aware of any dietary requirements.

10.0 Accommodation

- All accommodation is bunk style, and cabins are all different styles and configurations.
- Accommodation Cabins will be allocated to your group on receipt of your final numbers, and according to gender break-up. You will be emailed a **Final Booking Details** form which will state the cabins that have been allocated to your group and detail the final schedule. Venue Life can be used to easily assign students to their rooms.
- Smoke detectors are fitted to all sleeping areas for your safety.

11.0 Risk Management

Risk Assessments for each activity offered at YMCA Camping are available for download via our website www.ymcacamping.com.au/campplanner. Please contact us if you require a specialised risk assessment.

12.0 Download Forms

Our YMCA Camping website (www.ymcacamping.com.au/campplanner) has a heap of templates and resources to make planning your next school/group camp easier.

13.0 Safeguarding Children & Young People

The YMCA has a range of policies and procedures to keep children and young people safe. Details of these policies are available at: www.ymcabrisbane.org along with information on how you can report child safety concerns.