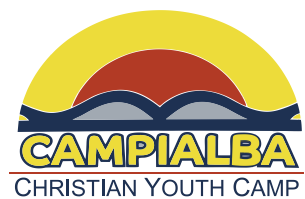


# Volunteer and Staff Induction Manual



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## Key Information

Before you get started, this first section contains key reference material for anybody work for or on behalf of Campialba. This includes:

1. Camp Coordinators
2. Cabin Leaders
3. Camp Parents
4. Kitchen Workers
5. All other volunteers and staff.

## What we do

Campialba runs camps for the purpose of reaching people with the love and good news of Jesus Christ. With “Christ” in our name, Christian Youth Camps Pialba endeavours at all times to represent Christ well through doing an excellent job of running camps.

## Location of Campialba

Campialba is located at 34 Hunter Street, Pialba. This is just walking distance to major shopping centres and also the beach.



[Click here for a Google Map](#) of the location.

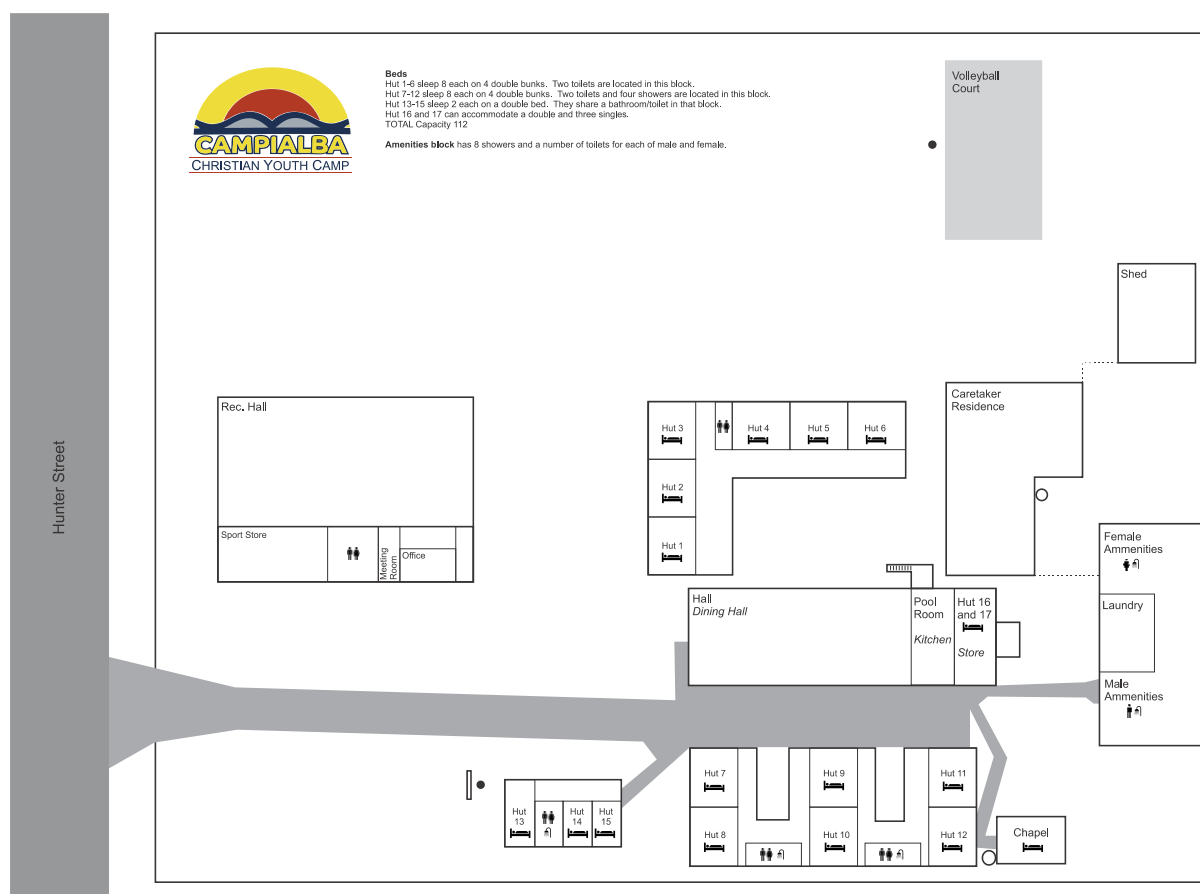
Campialba Phone number: 07 4124 3396

Email: [office@campialba.com.au](mailto:office@campialba.com.au)

## Facilities

Campialba has the following facilities:

- Accommodation
  - 12 cabins each of which contains 8 single beds in bunk format.
  - 2 cabins each containing a double and three single beds.
  - 2 cabins each containing a double bed.
  - 1 cabin containing a double bed and kitchenette.
  - Amenities Blocks
- Dining
  - Commercial kitchen used by our kitchen staff.
  - Dining hall to seat 96 with overflow at adjoining alfresco tables.
  - Guests fridge and freezer.
- Other Spaces
  - Meeting Hall
  - Recreation Hall and Indoor Basketball Court
  - Sports Field
  - Sand Volleyball Court
  - Pool Room



For a downloadable map of our site, visit our [website](#).

## Are you the Camp Coordinator?

If you are the coordinator of the camp program, this manual is to be read in conjunction with the Camp Organiser’s Manual available on [our website](#).

That booklet contains the following additional information

1. Key site procedures such as noise and lockup times, meal time procedures, special dietary information.
2. Timelines for organising camps
3. Ideas for putting together a program, and
4. Much more

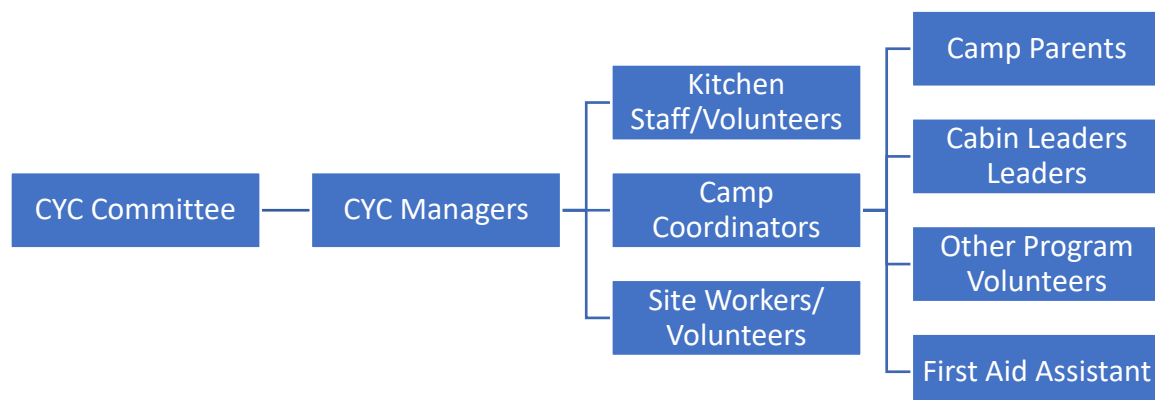
This rest of this booklet outlines Campialba procedures for running our own “in house” CYC camps.

## Who Is Responsible for What?

Making a camp work well is a team effort. It includes the Committee of dedicated volunteers who represent the churches who own the site, staff who manage the facility, kitchen staff, camp coordinators, camp parents, cabin leaders, assistant leaders, volunteers and of course, the campers themselves.

A clear understanding of people’s responsibilities always helps things go well.

The diagram below depicts the chain of responsibility in place throughout the camp.



Each of these people have a different role which can be summarised as follows

### CYC Committee

The Committee is legally and morally responsible for oversight of the site, its operations and the running of camps on the site. In a practical sense, the Committee is responsible for

- Ensuring appropriate people are in place to undertake all aspects of camp management.
- Creating an environment in which staff and volunteers can operate safely.
- Overseeing the vision of Campialba.

### CYC Managers

- Ensuring the site is ready, clean and safe for campers and staff.
- Liaising with Camp Coordinators regarding programming and other aspects of the camp operation.
- As the only full time staff, the Managers will also be the agent of the committee in terms of helping people understand policy, procedure and their obligations during a camp.
- Assisting with camp leader induction for matters outlined in this booklet.
- Taking and managing camper registrations
- Following due diligence with camp leaders as they come in
- Allocating rooms prior to camp
- Working with camp coordinators to put together a program based on some templates which work well for the Campialba site.

### Kitchen Staff/Volunteers

- Ensure meals are served in time to all campers.
- Ensure kitchen is operated in accordance with the Fraser Coast/Campialba Food License and in accordance with all other kitchen procedures.
- Maintain the kitchen and dining area in a clean and tidy way.

### Camp Coordinators

- Responsible for all aspects of running the program. This includes
  - Pre Camp
    - Assisting to finding volunteers to work as cabin leaders.
    - Providing part of the induction for all leaders, camp parents, etc.
    - Planning the program and associated risk assessments. This is done within the template provided by camp managers.
    - Appointing a suitable First Aid assistant.
    - Assisting in recommendation of a study leader for the camp.
  - During Camp
    - Ensuring the safety of campers throughout the camp.
    - Working with Managers to ensure site is working well and left clean.
    - Managing cabin leaders during the running of the program.
    - Overseeing and 'hosting' the program throughout the camp.

## Site Workers and Volunteers

- Responsible for undertaking assigned duties in a safe manner.

## Camp Parents

Camp Parents bring a level of maturity and life experience to a camp which is otherwise often organised by younger people. The Camp Parents need to work closely with the Camp Coordinators to support them in their role. Ways this can be done are

- Assisting with difficult campers.
- Giving time out to campers who might need it
- Undertaking duties from time to time required by the Camp Coordinators
- Mixing with the campers to get a feel for how they are going and seeking out campers who need assistance.
- Acting as First Aid Assistant
- Subbing in to give time off to camp leaders who need some time out.

## Cabin Leaders

Cabin Leaders spend the whole camp with their assigned group of campers. This relationship is critical to the sharing and modelling of the Gospel throughout the camp. The specific role of the cabin leaders are

- Share a room with your assigned campers. \*See note below
- Attend all aspects of the program with your group.
- Report any issues to the Camp Coordinators
- Provide guidance to your group as required.
- Do quiet time with your cabin group each evening.
- Keep an eye out for the group and ensure they are having a great time.
- Be responsible for the group by firstly ensuring all group members are present at activities.
- Organise aspects of the program as delegated by the Camp Coordinators.

\* At secondary school camps, a bed is always allocated to the leader in their cabin room. However, where possible we also provide a bed in a separate leaders' room in case the leader would prefer to sleep outside of the cabin group.

## First Aid Assistant

- Provide first aid for any injured campers or leaders. A first aid kit is available in the camp kitchen.
- Administer medication to campers according to prescription listed on the container and make records of each medication administered.
- Complete incident reports for any first aid administered to be stored at Campialba by the Managers.



## Working in the Kitchen

If you are coming to Campialba to work in the kitchen, you will be given an orientation before you first commence. However, before coming, please note the following.

1. Kitchen staff need to wear enclosed shoes during their duties.
2. Unlike your home kitchen, there are specific rules we must follow in a commercial kitchen because we operate under a Food Safety License. These rules will be explained to you. They include things such as
  - a. Hand washing
  - b. Use of gloves for particular work with food.
  - c. Use of particular equipment in particular ways for particular types of food.
  - d. How to deal with spilt food.
  - e. Routines regarding cleaning of dishes.
3. Even though you are not necessarily dealing directly with children during the camp, you will most likely require a Blue Card for Working with Children. Please discuss this with the Camp Managers.

## Miscellaneous Procedures

### Registration Process for Volunteers and Leaders

All volunteers and leaders need to register online before participating in the camp. Even though you may be well known to the Camp Coordinators or Camp staff, you will need to register. This registration serves to keep our contact information about you up-to-date and also serves as our record-keeping of your participation in the camp.

You will receive an email with a link to the registration form.

### Registration Process for Campers

All campers need to register online before the camp. We prefer all payments to be made by credit card before the camp commences. On the day of camp, the registration process for campers follows this procedure.

1. A person (Registrar) assigned by the Camp Coordinators occupies the Check-In station at registration time to check in all registered campers.
2. Prior to registration the registrar will receive a copy of all registered campers with a note of who has already paid and who still needs to pay, along with all other information provided during registration. The registrar will also ensure a copy of the camp program and cabin allocations are displayed on the noticeboard at the office during the registration process.
3. The registrar needs to check campers in by
  - a. Reminding parents that campers are not allowed to have phones during camp. If necessary take their phone and label it for safe keeping.
  - b. Checking with parents as to whether the camper has packed a fitted sheet for their bed.
  - c. Ensuring all medication provided is receipted and entered into the Medication Register. It can be useful to have an assistant to do this job for you.
  - d. Direct people to the program and cabin allocation charts.
  - e. If people are unhappy with their cabin allocation, you can take a note of their request, but please ask them to put their belongings into the cabin they are assigned to until the Camp Coordinators have reviewed their request for a change. This will be done sometime before bed on the first night.
  - f. Report to Camp Coordinators regarding the registration process once complete.
  - g. Follow up any campers who registered for the camp who did not arrive.
  - h. Any change in expected numbers must be notified to the camp kitchen staff.

## Money Matters

It is our preference that payment of all bills is done electronically and properly accounted for. For this reason, the following procedure will apply.

1. Any venue which requires a payment from us will need to invoice Campialba and will receive payment against the invoice.
2. Any venue which needs immediate payment should notify us so that we can ensure payment is made either over the phone using credit card, or provided in cash as necessary.
3. Any receipts which need reimbursement must be given to the camp managers at the conclusion to camp so they can be processed.

## Record Keeping

Because Campialba is legally responsible for CYC Holiday Camps, we need to keep records of key information during the camp. This includes but is not limited to

1. List of all campers, leaders, volunteers who participated.
2. Medication Register
3. Incident reports for all accidents and injuries
4. Records of any child safety matters
5. Kitchen records to satisfy our Food Safety License
6. Report to Camp Managers any child who needed to be sent home for any reason.

During camp, if you are asked to provide any of this information, please don't see it as a matter of trust, but a matter of good practice.

## Insurance

Campialba is insured for public liability and whole range of other things. During the camp, this insurance covers you and the campers.

## Posting Material Online

Camps are a great time and photos are a great way to remember them, but leaders are not permitted to take photos of campers without their permission. In addition to this, leaders are not to post pictures of campers online at all. Campialba has a list of any children whose parents have prohibited them from having their photo taken. We have also made an undertaking to all parents that photos posted online will be posted responsibly without any identifying information. Implicit in this is that those photos posted will be posted formally by Campialba rather than by volunteers in their personal online accounts. If you take any pictures that you think need sharing, please forward them to [office@campialba.com.au](mailto:office@campialba.com.au) and ask that they be shared by Campialba on your behalf.

## Connecting with Campers during or after camp

When parents allow their children to come to camp, they do so with some normal assumptions. These assumptions are

1. We will act protectively of their children at all times during camp.
2. We will collect personal information from campers only for use at camp.
3. Camp has a start and a finish time and doesn't operate outside that time.
4. They won't get to know their child's leaders personally, but will trust the camp to make good decisions about who leads their child's group during camp.
5. Following camp, the camp will not keep in private personal contact with their child without the knowledge and permission of the parent.

Leaders, whilst friendly volunteers, are seen by parents as an agent/staff of Campialba. For this reason, your interactions with campers are done in the name of Campialba.

Camp leaders are not permitted to keep in private personal contact with campers outside of camp (either online or in any other way) without the express knowledge and permission of the child's parents. When done with the knowledge and permission of parents, the 'relationship' is then supervised by the legal guardian of the child (parent) and is not the ongoing responsibility of Campialba.

If you would like to keep in touch with a camper or a camper would like to keep in touch with you following a camp, please either

- Let the Camp Managers know and we will seek the permission of the parents on your behalf, or
- Share your details with them and request that they need to get permission from their parents to make contact after camp. Wait for them to contact you first, then during your first communication with them, expressly check again that they have the permission of their parents. If there is no parental permission, let them know they need this first.

Of course, all of this applies to people to whom you have been introduced during camp. If the camper was known to you prior to camp, or is also a person from your church and you already have a relationship with them through church, this procedure doesn't apply. However, any contact you have with them will be deemed to be part of your existing relationship with that person and our advice in any case is to make sure that any relationship with a minor is done only with the full knowledge and permission of that person's parents.

If you were to fly with an airline and subsequently were approached by the check-in staff on their own personal Facebook account asking to chat to you or catch up over coffee, you would see this as outside acceptable limits. Even though our ministry is designed to impact the lives of children, we should never breach trust with the parents who have entrusted their children to us during camp.

## Dining Hall

During camp, the dining hall is a hub of fun, food and fellowship. To make this place a great place to be, some basic procedures apply.

1. Always be on time for meals.
2. Campers and their leaders should sit together at a table prior to the meal.
3. Once all have arrived, the Camp Coordinators will say grace with the group before sending people for food table by table.
4. At the end of each meal, one person from each table needs to wipe the table off with cloths provided.
5. At the end of each meal, one group of campers needs to give the dining hall a quick sweep out and ensure all chairs are put in at tables in an orderly way.

Hot drink facilities are available all throughout camp in the dining hall.

Only kitchen staff are permitted in the camp kitchen. A fridge is provided for campers and leaders if they wish to keep their own food and drinks. That fridge is at the back of the dining hall.

## Movie Ratings

When showing movies at camp, movie selection should keep the following in mind

1. Movies should have a rating of G unless otherwise approved.
2. Children are away from their parents and movies are usually shown at night when homesickness may be at a peak. We avoid movies which are scary or violent.
3. We avoid movies which have supernatural themes, show or condone immorality or undermine the Biblical principles taught at Campialba.

## Adult Visitors During Camp

If adults visit the campsite during camp, they need to register using our visitor registration online link. The QR Code for this can be found in the dining room on the notice board.

## Campers' Phones

Whilst under the care of Campialba, Campers are not permitted to have phones or internet-enabled devices with them. Campers could use such devices to contact anybody from outside the camp or funnel in content for viewing by them and others which is not appropriate. Because our ability to supervise this to an appropriate extent is limited, campers are not permitted to have these devices. Parents of campers have been asked to sign off on this as part of registration. Any camper who brings these kinds of items to camp will be sent home without further warning.

If a camper needs to make a call during camp, they can use the camp phone. If a parent needs to call a camper they need to call on the camp phone. Such calls, unless genuine emergencies, will be limited to meal times.

## Child Safety

Please read our Child Protection Policy available on the training page of our website.

## Camper : Leader Ratios

When "staffing" a camp and activities with leaders, the following conditions should ideally be met

1. Overall Camp Adult:Child Ratio should be 1:10 (or better)
2. As part of this, there must be one adult specifically allocated (cabin leader) to every cabin group of campers.
3. Assistant leaders who are under 18 must be considered to be children/minors for the purpose of ratios.
4. Adults who are included in the ratio are ones with duties which allow them to supervise. E.g. kitchen staff would not ordinarily be counted in this.
5. Campers should have at least 2 adults accessible to them at all times. On campus, this works fine. However, for offsite activities, this might require 2 groups to be paired together.

### General guidelines

Campialba has a Child Protection Policy designed to achieve several things.

1. To keep campers and leaders safe.
2. To show us what to do in a situation where somebody appears at risk of being unsafe.

In a nutshell, if you become aware of a camper or leader (under 18) who is being harmed in some way either at camp or outside of camp, you need to report this to the Camp Managers or a member of the Camp Committee. From there, those people will assist you with the right action to take. Camp Managers' contact details are (07) 4124 3396 or [office@campialba.com.au](mailto:office@campialba.com.au) The Committee can be reached on [president@campialba.com.au](mailto:president@campialba.com.au)

The Campialba Child Safety Policy is attached at the end of this document. The Child Safety Policy doesn't give practical advice on dealing with some of the common questions people ask. Those matters are dealt with here.

### Personal Interactions

1. You mustn't be alone in the cabin with an individual camper at any time. If all other campers leave the cabin and you are left with an individual camper, don't panic. Just move outside at a convenient moment. If they are chatting to you, invite them to come with you to sit on the veranda.
2. If a camper wishes to discuss something with you in private, you need to choose a place where you could easily be "interruptible" and not hidden away. For example, on a veranda, under a tree, at the back of the dining hall between meals, etc.
3. Leaders should never share a bed with a camper.
4. People change clothes in cabins. All campers come from families with differing thresholds for privacy. For clarity, no leaders should be naked in their cabin at any time when campers are present. Amenities are provided for showering, changing, etc.
5. Leaders should not initiate physical contact with campers. All physical contact should be limited to the "appropriate touch" boundaries. These include
  - a. Appropriate contact during sporting and other games.
  - b. Brief social touching limited to the shoulders and upper back – as in the case of a pat on the back or similar.
  - c. No frontal hugging. If a camper comes to hug you, you should simply turn side on and allow them to give you a brief hug from the side.
  - d. If a camper poses a threat to the safety of themselves or others and needs to be restrained, this calls for a different approach. This is a last resort and should only be done with at least two adults present. It should only be done to remove the threat of harm. Following the incident, an incident report must be completed explaining the circumstances and actions taken.

- e. Kissing of any sort is not permitted.

## Driving with Minors

You are not permitted to drive a minor in your own vehicle without the permission of the minor's parents. If there is a requirement for you to drive a minor somewhere, you must

- Ensure the permission from the parents is written in the form of a note or email. If for some reason only verbal permission can be obtained, a note must be emailed to the parent acknowledging their permission.
- Take at least one another person in the car for that trip. If that person is also a minor you will need to ensure you have parental permission for that trip. That person would preferably be another adult.
- The Camp Coordinators need to be notified and approve of any such trip and keep a record of that trip in their notes for that camp.
- The vehicle in which the minor is transported must be comprehensively insured.
- Unless it is practically not possible, the minor should be sitting in the back seat and the adults (driver and passenger) should be located in the front seat of the vehicle.

## Leader Dorm Allocation

The standard practice for cabin allocation is for leaders to share a dorm with their cabin group. This procedure needs some discussion. Some groups disallow this practice as part of their risk management process, believing it to be safer and believing it appears safer if leaders and campers don't share cabins. This is typically for school camps and other camps where the adults in the camp understand and know the dynamics of the children in their care. Other groups also note the risks associated with having campers in cabins unsupervised throughout the night and allocate leaders/adults to cabins with campers. This is particularly for groups where leaders don't know campers and campers don't know each other; CYC holiday camps.

Please see the two risk management tables below to understand the one which applies to your camp.

### Allocation of Leaders in Camper Dorms (normal practice for primary school groups/Junior Camp)

Risk	Comment/Mitigation Strategy
Leaders harming campers	Because of our policy of not allowing leaders in cabins (night or day) by themselves with a camper, the risk of a leader having opportunity of harming a camper is not increased by having them sleeping in a dorm with campers.
Campers harming campers	Mitigating this risk is the main reason for having leaders allocated to camper dorms. Unlike school groups or sport groups, the children who are allocated to dorms do not form a natural social group outside of camp. They are also not known to their leaders. History has shown that the behaviours of some campers which are unknown and unexpected to their leaders at the commencement of camp, can be harmful to the camp experience for campers. For this reason, there needs to be a stronger sense of presence from an adult with their allocated group at all times of day. Having a leader allocated to the cabin means that any inappropriate behaviour by campers can be quickly observed and managed.
Leader's property being unsafe	If leaders have property they wish to store in a safer place, they should discuss this with camp coordinators and management. A place will be

	allocated for storage of property. This could be the Rec Hall store room, another cabin, etc.
Camper's property being unsafe	Campers are asked not to bring any property to camp that is valuable. They should only bring the essential items as detailed on the packing list. If a camper needs to have anything valuable at camp, it can be stored for them by the camp management.

**Allocation of Leaders in Separate Dorms** (possible practice for senior camp, or where campers are well known to leaders)

<b>Risk</b>	<b>Comment/Mitigation Strategy</b>
Leaders harming campers	Whilst this method of cabin allocation doesn't really remove any risk of leaders harming campers, it does give the appearance of reduced risk. Our policy of not having a leader in the cabin by themselves with a camper is the risk mitigator here.
Campers harming campers	If positioning leaders in separate dorms, a leader needs to be in close proximity to the cabins at bed-time to ensure campers are settled and preferably gone to sleep before going to their own dorm.  Leaders' dorms need to be adjacent to campers' dorms as much as possible for incidental night-time supervision.
Leader's property being unsafe	No campers are permitted in leaders' dorms so leaders' property will generally be safer under this arrangement.
Camper's property being unsafe	Allocation of leaders to separate dorms does not prohibit leaders from entering camper dorms for the purpose of managing behaviour, helping with clean-up, inspection of cabins, etc.  Campers are asked not to bring any property to camp that is valuable. They should only bring the essential items as detailed on the packing list. If a camper needs to have anything valuable at camp, it can be stored for them by the camp management.



## Discipline

We want our relationships with campers to take place in an atmosphere of love (Proverbs 13:24), peace (Psalm 119:165), respect (1 Thessalonians 5:12 ) and discipline (Hebrews 12:5-6,11). Campers come to Campialba to have a good time and in doing that they are part of a community who share their time, their space and ultimately themselves with others. Families should raise their children by teaching children right from wrong (Proverbs 22:6); teaching them to respect people and property in a way which is consistent with Christian Biblical principles. We work hard to hold truth, love, justice and mercy in equally high esteem.

We believe that a child's home is their primary place of learning good character and discipline. To this end, we have an expectation that campers will be able to demonstrate good manners, respect for fellow campers, respect for leaders, use of appropriate language, care for the less fortunate, respect and care for property, truthfulness, integrity and morality.

Good and God-honouring relationships are at the heart of all we do. We do make rules for the good order and running of camp, but we recognize that no number of rules will replace the benefits of strong and healthy working relationships. Commencing with a personal relationship with God himself, if all participants in camp have respect for those in authority, respect for those under their authority, respect for peers and respect for themselves, then we will have a camp which runs well for the benefit of all.

During camp you may find you need to give boundaries to campers who have not behaved appropriately. At Campialba we do not use "one size fits all" discipline strategies such as keeping all campers from an activity because of single person's behaviour. When it comes to responding to campers' behaviour we respond to

- Excellent behaviour with encouragement.
- Ignorance with teaching
- Apathy with encouragement
- Broken relationships with reconciliation
- Misbehaviour with chastening.
- Repentance with forgiveness.

Remember, we are not responsible for the long term discipline of any camper. We only need to use strategies suitable for managing the situation at hand.

### Certainty is better than Severity

When creating a consequence for a camper's behaviour choices, it is better to do something you will certainly apply than something which is severe. Through this the camper will learn that you are a person of your word and if you need to escalate the consequences, they will know that you are prepared to see it through.

### Natural Consequences

Natural consequences are consequences which are quickly discharged and befitting of the situation. For example, if a camper is littering, a natural consequence is to ask them to do some cleaning up. If they have kept the group waiting for an activity, a natural consequence is that they go last to participate in that activity. If a camper won't be quiet at lights out time, they can have their energy used to doing some tidying up on the veranda to remove them from the immediate situation.

Unnatural consequences such as making people do laps of the oval for talking too loudly at bedtime, or not allowing campers to be part of an activity tomorrow due to arriving late for dinner the day before. These are not allowed.

Consequences for poor choices should not be demeaning, but meaningful.

## Sending Campers Home

Campers are only permitted to be at camp if they are well behaved. Campialba reserves the right to send campers home if they are behaving in a way which is difficult to manage. We allocate volunteers on the basis that campers are self-managing and behaving in a way which doesn't require heavy management or high levels of behaviour management skills from leaders.

If campers do the following things, we would consider requesting that parents come to take campers home:

1. Putting others in danger.
2. Causing harm to others – physical, psychological, etc.
3. Bringing items to camp which are prohibited (e.g. drugs, weapons, etc)
4. Failing to hand items in which need to be cared for by leaders (e.g. phones, internet-enabled devices, medication)
5. Behaviours which put the good order of the camp program at risk, such as unruliness.
6. Behaviours which potentially harm the reputation of Campialba.
7. Leaving Campialba without permission.
8. Repeated disobedience
9. Any other behaviour which Campialba deems unsuitable for camp or unmanageable at camp.

Any camper who is sent home for these reasons will not be permitted to register for camp again without making a successful case to Campialba as to the conditions under which they may return.

NOTE: Whilst not behaviour-related, campers will also be sent home if they are unwell or suffering from symptoms of something which is potentially contagious, or if the camper's health would be best managed by parents or health professionals.

## Communication

Communication is the key to making things work well. When things don't work well, often some improved communication practices could have made a difference. During the camp, please keep in close communication with your immediate supervisor. You should discuss the situation with your immediately supervisor if

1. You are unwell.
2. Have a concern regarding safety.
3. Need to discuss strategies on how to handle a situation.
4. Wish to have some time out.
5. Have a misunderstanding, etc

Leaders, Camp Parents and those involved in the camp program should normally discuss issues with the Camp Coordinators in the first instance.

## Staff and Volunteer Code of Conduct

This policy statement applies to all those who work (paid or unpaid) for Campialba. They will be referred to as “workers” in this policy.

Excellent and God-honouring conduct is characterised by the quality of the relationships workers have with all others involved in working for Campialba.

Campialba is committed to the highest ethical standards and therefore expects its workers to ensure that their conduct meets this standard by fulfilling their responsibilities to:

- conduct themselves both personally and professionally in a manner that upholds testimony of the Lord Jesus Christ;
- comply with the Campialba’s policies and procedures;
- act in a lawful manner;
- be accountable for their actions and decisions.

As worker at Campialba you should be aware of the organisations policies and procedures. If you are uncertain about the scope or content of a policy with which you must comply, you should seek clarification from Campialba management.

As a worker you are expected to:

- perform your duties to the best of your ability and be accountable for your work
- carry out your duties in a professional competent and conscientious manner
- follow reasonable instructions given by those in authority
- comply with lawful directions
- act honestly and in good faith in fulfilling your duties
- be courteous and responsive in dealing with other people
- work collaboratively with other workers at Campialba
- dress in a manner which is suitable for the tasks you are undertaking.

Whenever we have duty of care for minors, this duty includes (but is no limited to)

- the provision of adequate supervision
- ensuring grounds, premises and equipment are safe for people to use
- providing medical assistance (if competent to do so), or seeking assistance from a medically trained person to aid a person who is injured or becomes sick, and
- off a high standard of care to campers.
- Take reasonable steps to ensure campers are not exposed to unnecessary risk of injury

## Safety

All staff and volunteers at Campialba are responsible for safety. This means doing the following

1. Assessing situations to decide whether they are safe and acting appropriately if they are not safe.
2. Following formal risk assessment processes on program activities
3. Ensuring you follow all safety directions given by staff.

## Assessing Safety

Before undertaking an activity, you should STOP, THINK, GO.

<b>STOP</b>	Stop and pause for a moment before the activity begins.
<b>THINK</b>	Think about the possible risks involved with the activity.
<b>GO</b>	Once you can ensure the activity is safe, you are right to go.

For all program activities, a risk assessment form needs to be completed. The contents of this form then need to be shared appropriately with everybody who is involved in that activity. Risk assessment forms are not designed to sit in the bottom drawer and gather dust. They are a simple checklist to get people to act in a safe way.

## What to do if ...

### My campers are too hard to control

Chat to your camp parents or camp coordinators about strategies to help. Remember, just because you find them hard control doesn't mean you have failed. The whole team sometimes needs to get involved to help a camper do the right thing.

### I am tired and need a rest

Check in with your camp coordinators and see if you can find a time on the program to get some personal space.

### I have lost something

See the kitchen staff or camp staff. Lost things usually end up at the kitchen.

### I hear something about a camper which makes me worry for their safety at camp or at home

Report it straight away to the camp coordinators AND the camp managers. They will work through the Child Safety policy regarding the matter.

### I have an accident and need medical attention

See the first aid coordinator for the camp. If the attention you need is urgent, phone 000.

### Have a concern about an activity we are doing

See the camp coordinators during a quiet moment and explain the concern. Camp coordinators are like you. They appreciate input to help things go well.

### Lose one of my campers during an off-site activity

Immediately call the camp coordinators or camp managers. Do not send other minors out of your site to do a search. Enlist the help of other adults to help. Having said that, don't panic. Most cases of "lost people" are simply miscommunications and the person is probably not far away.

### There is a problem with the food at camp

Tell the kitchen staff. They would appreciate your feedback.

### Have a problem with interpersonal issues between campers

Seek the help of your camp coordinators or camp parents to brainstorm ways to work through the issue.

### I loved being a volunteer so much that I would like to do it again

Come again! 😊

## Cabin Allocation Chart

Cabin 1 (sleeps 8 singles)


Cabin 5 (sleeps 8 singles)


Cabin 2 (sleeps 8 singles)


Cabin 6 (sleeps 8 singles)


Cabin 3 (sleeps 8 singles)


Cabin 7 (sleeps 8 singles)


Cabin 4 (sleeps 8 singles)


Cabin 8 (sleeps 8 singles)


Cabin 9 (sleeps 8 singles)


Cabin 10 (sleeps 8 singles)


Cabin 11 (sleeps 8 singles)


Cabin 12 (sleeps 8 singles)


Cabin 13 (with kitchenette and wheelchair access, Double bed)


Cabin 14 (Wheelchair access, Double bed)


Cabin 15 (Wheelchair access, Double bed)


Cabin 16 (Double Bed, 3 Single Beds, Upstairs)


Cabin 17 (Double Bed, 3 Single Beds, Upstairs)


## Medication Register

Complete one sheet per person throughout camp and file the final register with the camp manager.

Name	
Medication	
Dose	
Frequency	
Other Notes	
Record of Administering	<p>Date ..... Dose .....</p> <p>Person Administering .....</p> <p>Date ..... Dose .....</p> <p>Person Administering .....</p> <p>Date ..... Dose .....</p> <p>Person Administering .....</p> <p>Date ..... Dose .....</p> <p>Person Administering .....</p> <p>Date ..... Dose .....</p> <p>Person Administering .....</p> <p>Date ..... Dose .....</p> <p>Person Administering .....</p> <p>Date ..... Dose .....</p> <p>Person Administering .....</p> <p>Date ..... Dose .....</p> <p>Person Administering .....</p> <p>Date ..... Dose .....</p> <p>Person Administering .....</p> <p>Date ..... Dose .....</p> <p>Person Administering .....</p> <p>Date ..... Dose .....</p> <p>Person Administering .....</p>



## Risk Assessment Form

Activity	
Date	
Person in Charge	

Spot the Risk		Assess	Fix the Risk		
Identify the work task or activity?	What are the hazards associated with each activity?	Is the risk associated with the hazard low, moderate, significant or high?	If the risk is deemed unacceptable for the task, what will be done to reduce or remove the risk?	By whom?	By when?