

INFORMATION FOR TEACHERS

LAKESIDE BUSH RETREAT

We thank you for choosing CYC for your school camp. The following information outlines CYC's guidelines, expectations and requirements for a hassle free stay. Please ensure each of your colleagues are familiar with the information outlined below. CYC appreciates your commitment to your students. We aim to partner with you and your school to provide outdoor learning experiences your students will remember for a lifetime!

ACCOMMODATION & FACILITIES

STUDENT ACCOMMODATION

Students are accommodated in comfortable dormitory style accommodation in huts (12 to 24 beds/hut). Beds are configured in bunks.

TEACHER ACCOMMODATION

Teachers are accommodated in either the Koala Cottage or caravans provided by CYC. All mattresses are comfortable innerspring. CYC will provide linen (pillow, pillow case, sheets, doona). Teachers should provide any towels (bath or beach).

FACILITIES

- Dining/meeting room to seat 100 people with 24 hour access kitchenette with projector & screen (HDMI input)

NB. CYC does not provide sports equipment (such as basketballs) or consumables (such as white board markers, paper, pens etc). Lakeside Bush Retreat has numerous common areas suitable for less structured recreational activities. It is recommended that schools bring their own sporting equipment for free time. Students are not permitted in the surrounding bush areas during this time.

CATERING

Generally, your first meal will be lunch on the day of arrival and your last meal will be lunch on the day of departure (different arrangements can be made through the office prior to your stay). Morning/afternoon teas are provided complimentary. Please note the following meal times when at the campsite. It is important that your school arrive for meals promptly at the times agreed upon.

- Breakfast – 7.30am
- Lunch – 12.30pm
- Dinner – 6.00pm

DIETARY REQUIREMENTS

Our catering department can accommodate special diets including vegetarian, lactose intolerance, vegan, halal and others. Please contact the office if you would like to discuss any catering needs. All dietary requests should be submitted 14 days prior to your arrival, through the online management system.

In cases concerning **anaphylaxis**, CYC takes great care in the preparation and service of meals, however, we cannot guarantee that our meals do not contain airborne contaminants. In cases of anaphylaxis, the parent of the student concerned, should make contact with CYC's catering department to discuss the student's requirements, in detail. An anaphylaxis management plan must be provided to CYC 14 days prior to your stay.

[Allergy and Anaphylaxis Australia](#) have prepared a helpful guide to [Preparing for Camp with Food Allergies](#). Please take the time to read and understand the document. On your guest portal, you will find some helpful FAQ's, a proforma Emergency Response Plan and [Camp Allergy Management Checklist](#).

CYC is a nut aware venue.

CYC uses an online booking system, through which students, or teachers can upload or input individual student and teacher dietary data. All dietary information must be submitted 14 days prior to your stay.

DUTIES

We ask visiting schools to provide a duty group to sweep the dining hall floor after each meal, as well as teachers to help serve meals (particularly of younger students). Due to health and safety regulations, CYC does not permit students to wash dishes, however there are other duties which can be carried out:

- Serving food (teachers only)
- Wiping down tables
- Setting tables

PROGRAMMING

CYC takes a whole-of-camp approach to our programs, meaning programs are designed to best meet your outcomes including activity and non-activity time. As a result, we have a range of activities such as canoeing, surfing, mountain biking and others, along with a range of program location options, which, when combined will serve the ultimate outcome (leadership, social intelligence, resilience etc)

We encourage face-to-face meetings with all schools when programming as it assists with ensuring a more comprehensive understanding of your requirements. Additionally, it is helpful to have someone on hand to explain how a particular activity might work and how this might benefit your students.

Similarly, after camp, a face to face de-brief is the most effective way of ensuring a successful, long-term partnership between CYC and your school.

CURFEW

CYC has in place a strict noise curfew from 9.30pm to 7.30am. All activities and excessive noise must cease between these hours including basketball.

MINIMUM NUMBERS

Your minimum numbers will be calculated on your estimated numbers (provided at the time of booking). Minimum numbers are used for booking, programming and invoicing purposes. You can find your minimum number on your quote. Please ensure you;

1. Conservatively nominate your estimated numbers, and
2. Do your best to achieve your estimated numbers through active promotion etc.

TEACHERS FREE

CYC offers one teacher free per ten paying students. Any teachers/parents subsequent to this are charged at the student rate. All bus drivers stay and eat free.

FEEDBACK

CYC values your feedback! Please take the time to complete the feedback form. Alternatively, please let us know if you would like a face-to-face meeting with one of our Education Officers after your stay.

SUPPORT VEHICLE

It is strongly recommended that all schools bring a support vehicle. CYC vehicles are not available for transport of students/teachers in general or emergency circumstances.

HEALTH & SAFETY

Our Commitment to Safety

Programs at CYC contain inherent risks that would be reasonably associated with any campsite and outdoor education program with consideration to the nature and location of activities.

We are committed to providing our guests with a safe and comfortable experience. Our staff keep abreast of current developments in activity standards and health and safety and implement best practice procedures within all areas of our service, including our accommodation, campsite facilities and outdoor education programs.

As part of our commitment to safety, we have detailed risk management plans, regularly reviewed safety procedures and qualified, accredited and competent employees with current first aid qualifications.

Your Commitment To Safety

We work in partnership with you to manage health and safety risks associated with your visit to CYC.

Duty Of Care

CYC will work with you in providing a safe and enjoyable environment for your students. During your program, the welfare of your students, either during activities or in and around the Centre, ultimately rests with you. If you have queries or concerns regarding a student's ability to participate, please bring it to the attention of CYC staff on arrival.

All guests must wear sunscreen and a hat when outdoors. Closed in footwear must be worn during some activities and in the dining hall. Footwear is required at all times whilst onsite.

ROLE CLARITY AND RESPONSIBILITIES

As teachers on camp, it is your responsibility to:

- Inform CYC staff of any issues a student may have that may impact his/her ability to participate in an activity (e.g. poor swimming ability, fear of the water)
- Ensure all students behave appropriately at all times including meal times and bed times
- Assist CYC staff during activity times when needed
- Assist during meal times, bed times and other non-activity times
- Report any incidence of illness, accidents or breakages to CYC staff as soon as possible

CYC Burleigh Staff Responsibilities

- Activity facilitation, technical skill, set up/pack up and safety
- Ensuring all equipment is handled appropriately
- Overall group management (including management of teachers) during activities
- Risk assessment and management
- Emergency procedures

IN AN EMERGENCY

A CYC staff member is on call 24 hours a day, and their mobile phone number is provided in your welcome pack. In emergencies, the on-call staff member and/or the CYC Site Manager must be notified.

In the event of an emergency, CYC employees will take responsibility for the situation if:

- They are on site and have immediate knowledge of the incident; and
- There is no one else with a higher level of emergency response and medical training at the scene.

GENERAL SAFETY NOTES

- Mobile phone support is in place at all activities
- CYC staff carry communication devices and first aid kits
- All CYC staff maintain specific qualifications in addition to general qualifications such as first aid
- CYC does not engage in direct parental contact (other than through the school)
- All incidents, accidents and illnesses must be reported to CYC staff
- Student supervision is the responsibility of teachers at all times
- It is important to follow the "What to Bring" list carefully, including shoes that can be worn in the water
- All schools should bring a support vehicle.

MEDICAL INFORMATION

As teachers, you are responsible for notifying CYC of all relevant medical information for each group member (including group leaders/teachers). This is done through the online management system. You should also ensure you have fully detailed medical information for each student/teacher. Each group leader/teacher should keep this with them all times during your stay.

CAMP PREPARATION TIME LINE FOR COORDINATING TEACHERS

CYC understands that many of you are very experienced in the art of planning a camp. If, however you would like some assistance, particularly in the area of timelines, developing a program, interaction with parents (notes, consent forms etc), please contact us as we are only too happy to help.

CYC uses an online management system, through which teachers can:

- book the camp
- gather information from students
- assign students to rooms
- assign students to activity groups
- confirm final numbers, dietary and medical requirements
- manage student information while on camp.

Please note, CYC does have a timeline in place for things that effect our ability to successfully facilitate your program.

6 months prior to your program:

- Camp should be booked and confirmed online via the booking portal
- Deposit paid
- Desired outcomes should be outlined

3 months prior to your program:

- Circulate camp correspondence among students
- Notify CYC as to whether or not you would like us to supply buses for your stay
- Finalise any Program modifications
- Read *Preparing for Camp with Food Allergies*
- Complete *Camp Allergy Management Checklist*
- Complete *Allergy and Anaphylaxis Emergency Response Plan*

14 days prior to your program, confirm:

- Final numbers
- Medical and dietary information
- Room allocation
- Activity group allocation
- Assumption of risk forms (where necessary) should be collated and ready to hand to CYC staff on arrival.
- Your business manager (or equivalent) has received the invoice and payment is being processed.

Please note, all information, including dietary and medical information, final numbers, cabin and activity group allocations must be confirmed no later than 14 days prior to camp.