Welcome to the AIS Holiday Programs. It is our aim to keep kids active and engaged, and for them to experience the joy of physical activity.

This handbook contains relevant information on our procedures and guidelines for all of our programs. We recommend that you read the information carefully and if you have any questions please discuss them with us prior to proceeding with your enrolment.
Established in January 2000, our popular programs serve the needs of busy parents while also providing the community with active options for children during school holiday periods. The program works towards enhancing each individual participant’s self-image, self-worth and team building skills. Children are encouraged to become more self-governing and responsible and in doing so, increase respect and consideration for others.

Daily programs encompass a wide variety of sporting activities (individual and team), games and team building activities. Children are encouraged to participate and be involved in every activity on offer.

**Daily structure**

A general daily overview of all our programs is as follows:

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8am-9am</td>
<td>Drop-off time</td>
</tr>
<tr>
<td>9am-9:15am</td>
<td>Children are broken up into camps</td>
</tr>
<tr>
<td>9:15am-10:30am</td>
<td><strong>Block 1 activity</strong></td>
</tr>
<tr>
<td>10:30am-11am</td>
<td>Morning tea</td>
</tr>
<tr>
<td>11am-12:30</td>
<td><strong>Block 2 activity</strong></td>
</tr>
<tr>
<td>12:30pm-1:15pm</td>
<td>Lunch</td>
</tr>
</tbody>
</table>
| 1:15pm-2:30pm  | **Block 3 activity**  
  *Swimming is on Mon, Wed and Fri, children who choose not to swim, participate in land based activities* |
| 2:30pm-3pm     | Afternoon tea                                 |
| 3pm-4:30pm     | **Block 4 activity**                          |
| 4:30pm-5:30pm  | Pick-up time*                                 |

Please note session times and activities are subject to change at short notice. A detailed weekly program is available for collection each Monday from the program counter.

Every Monday, Wednesday and Friday groups have an optional swimming session, pending pool space availability. Please note these sessions are not ‘learn to swim’ lessons, rather tailored towards fun games. Staff ratios are increased during swimming sessions, and all children are assessed to a minimum competence level prior to commencing any water activity.

The location for drop-off/pick-up will be from the AIS Aquatic Centre Reception. Early pick up can be arranged for 12.30pm-1.00pm or 3.00pm. To arrange an early pick up the program Co-ordinator must be informed at drop-off (on the day) or by calling reception (6214 1281) no later than one (1) hour before desired pick-up time.

*please refer to our Program terms and conditions
What children need to bring each day

> Morning tea, lunch and afternoon tea

*Please note we are a peanut/nut free facility, as we often have children attend our programs with severe anaphylaxis. Your cooperation with not including nut products in your child’s lunch box is appreciated.*

> Drink bottle. Regular consumption of water throughout the day is monitored by staff, and bottles can be refilled at any time.

> Hat must be worn for all outdoor activities. Sun Hats may be purchased from pool reception if required.

> Appropriate clothing and footwear (including swim wear, goggles, swim cap and towel if attending Mon, Wed or Fri) for the season. Swim caps can be purchased from reception.

> Please ensure all items (lunch boxes, bags, clothes, drink bottles) are clearly labelled with your child’s name.

What children should NOT bring

> Money and/or valuables
> Sharp items
> Mobile phones and electronic devices
> Skate boards and scooters
> Jewellery or expensive watches

The AIS does not accept responsibility for any lost or stolen items.

Activity groupings

Children are grouped in several different formats throughout the day depending on the program and activity. Groups will be broken up by age, gender or personal preference. Our program is all about having fun so if we have children that would like to be placed with their sibling or friend, we endeavour to facilitate this where it is practical to do so.
Emergency procedures

All of our staff take an active approach to minimising risk within our programs and activities. All are first aid qualified and carry basic first aid supplies. In the case of a serious accident, parents will be notified immediately.

If a child requires urgent medical attention, we will arrange for an ambulance. Incident Report Forms are completed for every incident, regardless of whether it is minor or major.

All staff undertake regular in-house training which covers:

> emergency action plans
> evacuations
> accident and incident procedures

Site facilities

The AIS campus contains a wide and varied range of venues and facilities, some of which our program participants will use and be exposed to.

> There are a number of evacuation points on campus, and program staff are trained in all emergency procedures
> Each facility we use is equipped with a fully stocked first aid kit
> Toilets are accessible whenever the children need them

Food allergies and anaphylaxis

In cases of children with a known food allergy, we take all practical steps to minimise the likelihood of accidental exposure. Any children with allergies of this nature must have this noted on their enrolment form. We ask that all parents adhere to the following:

> Consider the safety of all children and avoid sending foods that include any known trigger. This includes all nut/based related products.
> For any children with allergies, ensure all information on their child’s health is provided to staff, including details of any known allergies, medications, contact details and an Emergency Treatment Plan approved by their doctor.

Appropriate behaviour

At all times, we expect that the following behaviours are exhibited:

> respect each other and staff; fighting, swearing and hurting others is not acceptable
> respect for the facilities, supplies, equipment and personal belongings of others
> abide by the Conditions of Entry that apply to each venue
Photography and videography

If you consent to photographs being taken on your enrolment form, these may be used for promotional purposes or placed on our website and Facebook pages. They may also be displayed at the Centre, stored on the Australian Sports Commission database, or used by local media.

Sun smart

Our program includes a wide variety of sporting activities and often our activities are conducted on outdoor venues. We schedule regular water breaks and sunscreen application times. Staff instruct the children to apply sunscreen at various intervals throughout the day and after any swimming activity.

We ask that your child apply sunscreen every morning before the program commences. Please ensure your child is dressed appropriately so as to avoid undue exposure to the sun.

How to enrol

Enrolment forms can be downloaded at experienceais.com/sports-camps/holiday-program or in person at Aquatic and Fitness Centre reception.

Our staff

The vast majority of our staff are studying in a range of fields including sports coaching, education and recreation. All are First Aid qualified and possess a Working with Vulnerable People clearance.

Communication and feedback

We encourage parents to communicate with staff regularly during the program. The Coordinator and staff are available if you have any questions or comments to share with us about your child or the program. If you have any concerns, we are more than happy to discuss these. All comments and issues are treated seriously and where necessary addressed as soon as possible.

We also encourage you to make use of our online customer satisfaction survey – this can be found at: surveymonkey.com/s/AIS_Customer_Experience_Survey
1. Program payment and enrolment process
   a. Payment for all days is required at the time of making the booking
   b. An enrolment will only be accepted once a completed enrolment form has been received and payment has been processed
   c. A separate enrolment form must be completed for each child, for each holiday program period

2. Refunds and credits
   a. Refunds may only be granted for medical reasons, following the provision of a medical certificate and completion of a Request for Refund form.
   b. Credits will not be offered on days where the program is booked at capacity.

3. Change in details on enrolment form
   a. Holiday Program staff must be notified of any change in address, contact numbers or persons authorised to collect a child after an enrolment has been processed

4. Issues and challenges for children – enrolment cancellations
   a. If a child is having difficulty fitting into our program, the parent will be notified and consulted regarding the problem.
   b. If the Program Co-ordinator feels that the child or parent is unwilling or unable to work on the areas of concern, or that the problems are disrupting the other children or staff, the program reserves the right to terminate the enrolment for that child.

5. Special needs children
   a. Enrolments for children with special needs and/or disabilities will be assessed on a case by case basis. This assessment will examine the specific needs of the child, associated staffing and supervision requirements and venue and facility requirements in reaching a decision.
   b. When applying for enrolment, parents should consider the high activity levels of our programs.

6. Hours of operation and drop-off/pick-up times
   a. Drop-off time is between 8–9am, and Pick-up is between 4:30–5:30pm
   b. Any pick-ups after 5.30pm will incur a fee of $20, payable immediately at pool reception. This fee will be charged on each occasion a child(ren) is picked up after 5:30pm.

7. Program fees
   a. Program fees are to be paid in full at the time of enrolment. Spaces and bookings will not be held without payment.
   b. We do not accept personal cheques. Accepted methods of payment include: credit card (on enrolment form or over the phone), eftpos or cash (in person at pool reception)

8. Medication, illness, hygiene, accidents and emergencies
   a. All medication must be clearly labelled and packed appropriately
   b. Medication will only be administered on the condition that the Medication Record Form has been completed and is signed by the parent. This process needs to be completed on arrival each morning.
   c. Program Co-ordinator must be informed of any special considerations staff need to be aware of regarding medication or its administration.
   d. Children may retain asthma inhalers for self-medication
   e. If a child becomes ill or exhibits symptoms of a communicable disease the Co-ordinator will contact the parents and discuss appropriate action. If, in the view of the Co-ordinator, the child needs to be picked up, the parent will be advised of this.
   f. Children are required to wash their hands whenever using the bathroom and before meals and snacks. Since the bathrooms are not directly supervised, children are expected to take responsibility for their behaviour in these regard.
   g. Program staff will administer appropriate first aid and treatment for all incidents and accidents. If deemed necessary, an ambulance will be called by staff and any associated costs will be borne by the child's parents.

9. Supervision and ratios
   a. Children are directly supervised at all times, with the exception of when they are in the bathroom. Staff will accompany children to and from the bathroom where viable but will not enter the bathroom with the child. It is assumed that children can be responsible at this time. If individual children fail to act responsibly on these occasions, parents will be advised.
   b. Our programs operate with a ratio of 1:12 instructor and participants.
   c. This ratio may be increased (more instructors) based on the requirements of the activity being undertaken at the time (e.g. swimming).