



# STAYING SAFE & HAPPY

## Conduct and behaviour at PGL Holiday Camps

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We work hard to ensure that the balance we strike between enjoying freedom and fun on our holidays, whilst staying safe and happy, is the right one.

Before your child/children arrive at PGL, you can help us by letting us know if there's any additional information about your child that we might need to ensure we make their holiday as successful and safe as possible.

As part of our booking process, we will ask you to submit information on any specific behavioural, medical, dietary or social requirements your child may have. This enables us to prepare as best as possible before they arrive at the camp.

We also ask that you have read and understood our main policies and feel that your child is able to adhere to them. Please see below for an outline of key points relevant to your booking.

### Discipline and responsibility

Living alongside and mixing with other children is a valuable part of the holiday experience, and we try to ensure that no one feels left out. Every group member has an equal right to enjoy themselves, and we keep a close check on teasing, bullying or any other anti-social behaviour that may spoil an individual's enjoyment. Our experience over many years means that this rarely becomes a problem, but please tell your children that if they feel they are not happy for any reason, they should inform their group leader or any other member of staff immediately.

When necessary, we will be firm with children who are jeopardising the enjoyment of others and will not tolerate any such behaviour. However, if the problem behaviour is persistent or serious, we will contact the parent or guardian to decide on further action. Please note it may be necessary to contact parents/guardians during unsociable hours and that PGL reserve the right to curtail any holiday if we feel necessary. Because of this, we ask that a parent/guardian be contactable and available 24hrs a day in case they need to attend the camp.

### Our behavioural management system

We want every child to enjoy their holiday from beginning to end and feel safe whilst they are with us. This means that we operate a transparent and fair behavioural system to set boundaries with the children in the form of a three-step warning process:

- 1 Warning** - an opportunity to identify poor behaviour and to aid the child in understanding the impact and potential consequences. Staff will have a 1:1 discussion with the child.
- 2 Yellow card** - this is an escalation of an occurrence for which a warning had previously been issued or a new occurrence that is deemed too severe for a warning to be issued. At this point we will contact parents to inform them of their child's behaviour on camp.
- 3 Red card** - this is the final stage in the discipline process, and results in a child being removed from their holiday and camp. Gross misconduct will also result in an immediate red card. Our policy is to impose a 12-month exclusion period for any child whose holiday was curtailed due to their behaviour.

We reserve the right to apply our policy as deemed necessary.



## Chatterbox and 1:1 sessions

During their holiday, we aim for each child to have at least one 1:1 catch-up session with their group leader. The group leader will check how your child is getting on, whether they are enjoying their holiday, have made friends, are enjoying the food and how they are sleeping. Any issues will be discussed, and if the group leader feels more 1:1 sessions are needed, they will make the time for each child.

For children who aren't happy with any aspect of their holiday and do not feel they can tell their group leader, each camp has a 'chatterbox' where your child can write down any thoughts or problems and post them. These are checked daily, and any issues are picked up with your child discretely.

## Mobile phones and devices (incl. Tablets)

We recognise that most parents value their children having a mobile phone on holiday. We are happy for children to have a phone, but they will only be able to use them in situations where practical and safe to do so in line with our mobile phone policy, which can be viewed online. For example, use will not be allowed during activity sessions, in the dining room during mealtimes, evening entertainment, when in rooms and after lights out.

We cannot accept responsibility for any loss or damage to such devices, and we advise that you have adequate mobile phone insurance cover in place.

The following misuse of mobile devices could result in your child being sent home from their holiday:

- Viewing or sharing inappropriate material
- Abuse of social media
- Any conduct that could be deemed as bullying or
- Any other improper use of a mobile device (including theft or damage to another's property).

## Prohibited items

The below items are banned at all of our camps. Therefore, it is essential to check that your child does not have any of the following items with them during their stay at PGL:

- Alcohol & Drugs (including associate paraphernalia (grinders etc.)
  - Possessing, and/or drinking alcohol, and smoking are in contravention of our policy and a serious offence for which guests will be sent home. Please note that the above also extends to E-cigarettes and vaping.
- Medicines of any kind, whether prescription or standard over the counter (e.g., paracetamol, hay fever tablets, travel sickness tablets etc.) that you have not handed in upon arrival at the camp and declared to our staff on a medical form. [See [Medical Administration Form](#)]
- Hazardous substances (e.g., glue, gas canisters, legal highs).
- Any item that could constitute a weapon (e.g., pocket knife or scissors).
- The means of lighting a fire (e.g., matches, lights, lighter fluid).
- Inappropriate material (e.g., explicit adult content).
- Cigarettes, Vapes and E-Cigarettes.

## Self-reliance

Our holidays require self-reliance, and all children are expected to be able to take responsibility and independently manage their own personal care, such as showering, washing, changing clothes and cleaning their teeth.



## **Self-reliance *(continued)***

We use specific small group staff ratios and specialist equipment to ensure all our care standards are upheld and to be as inclusive as possible in our operating settings. Our average staff ratio is 1:12, so if you feel your child needs additional levels of support for personal issues or has problems requiring 1:1 care, you must discuss this with our Holidays Team.

It's important to note that we cannot accommodate children in all circumstances. This would typically be where a child's needs require a staffing level beyond those we work to or the use of equipment, qualifications or facilities that our settings are not reasonably able to provide.

## **Any other questions?**

If you have a query that isn't listed here, or you would like more information on any of the topics mentioned, please call us on 1300 859 895, and we'd be happy to discuss it with you.

For full details of our policies and expectations please visit [www.pgladventurecamps.com.au](http://www.pgladventurecamps.com.au) or contact a member of our team.