



Information for group leaders and guests

After hours contact details

0439 278 115 (no text)

emergency: 000

13 Mari Street,
Alexandra Headland,
Queensland 4572
p: 07 5443 8966

e: info@alexpark.com.au
w: www.alexpark.com.au

CAMP CHECKLIST

a guide to responses that you or we may require

- ✚ complete the application form and return it to us with the 1st deposit
- ✚ notify us if your contact person changes
- ✚ notify us if your address or phone numbers change
- ✚ **16 weeks out** - return the confirmation we send you + pay 2nd deposit (10%)
- ✚ provide us with your certificate of public liability insurance value at least \$5,000,000
- ✚ **4 weeks out** - pay 3rd deposit (40%)
- ✚ **2 weeks out – Upload Registrants into Booking Portal via link we provide for numbers**
- ✚ 2 weeks out - review leaders guide and checklist for duty of care
- ✚ check audio/lighting equipment coming to camp complies with conditions of hire
- ✚ **1 week out – Ensure Diets are completed in Booking Portal via link we provide + send a copy of your camp program thru to confirm meal times & pool bookings**
- ✚ on arrival participate in a FULL GROUP briefing regarding safety, meal times & sign out the keys
- ✚ on arrival –provide a complete list of names of people in your overnight group if not completed in the Booking Portal
- ✚ enjoy your time at Alexandra Park Conference Centre!
- ✚ on departure rebook a future camp if you wish
- ✚ complete our Feedback Survey



Alexandra Park Conference Centre is an activity of the
Uniting Church in Australia (Qld Synod)

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TO FIND US

- when travelling from Brisbane take the Sunshine Motorway turnoff
- follow Motorway (about 16km). **DO NOT GO TO MOOLOOLABA.**
- take the Alexandra Headland off ramp, keep to the right once on ramp, turn right at lights
- travel straight ahead, turn left at Mayfield St, through to Alexandra Parade, turn left.
- our entrance is in Mari Street on the left at traffic lights adjacent to Alexandra Headland skate park.
- [Map Link](#)



December 2018

Dear Leader,

We are pleased that you have booked with us at ***Alexandra Park Conference Centre***. You and your group will be valued guests of our centre and we encourage you to make full use of the facility and environment during your stay.

Our mission is to create a Christian environment where quality service can thrive to make your experience meaningful and memorable. Essentially, we aim to please if we can. So if there is anything that you or your group require, please ask.

This Leader's Kit provides you with a checklist and necessary information you may require leading up to and while staying with us. Page 12 features a list of contact phone numbers should you require help during your stay.

We trust that you will have a safe and enjoyable time.

Manager and Staff
Alexandra Park Conference Centre

FAQ - A → Z

ACCOMMODATION - when is it ready?

Accommodation is available on the day of arrival by 2:00pm, or on completion of cleaning. Guests are requested to vacate all accommodation bedrooms before 10am on the day of departure.

Accommodation areas are to be kept neat and tidy. Exits and pathways must remain clear of personal belongings at all times for safety reasons.

AIR CONDITIONING – Keeping you cool

Air Conditioning is provided to all meeting rooms and the Banksia and Bungalows Accommodation – Please ensure that it is turned off when the rooms are vacant.

AFTER HOURS CONTACT - who do we call?

Overnight contact can be reached by contacting the after-hours number 0439 278 115.

A list other contact numbers is provided on page 13 of this booklet.

ALCOHOL - can we?

The Alexandra Park Conference Centre is a NO Alcohol site. In some cases special permission may be given subject to prior approval and compliance with Uniting Church policy on use of alcohol.

ALEXANDRA HEADLAND BEACH - is it patrolled?

Alexandra Headland Surf Life Saving Club patrols between the flags on the beach in all weather during daytime hours. No permit is required from them or council, however a courtesy phone call to the club can assist their roster if you have large numbers that are on the beach. 5456 7801 (switch).

BAGS/LUGGAGE/PORTS - where do we put them?

On your arrival an area will be allocated for your bags and luggage until your rooms are ready.

On your departure bags and luggage may be left in a nominated area until you leave.

BREAKAGE AND DAMAGE - who do we tell?

Breakage and damage to buildings, furniture and/or equipment will be invoiced to your account within 14 days. Please report any occurrence to staff to ensure this is not incorrectly charged.

BUNK BEDS - what do you suggest?

Most beds in our centre are bunk style and suitable for adults and older children. It is strongly suggested that young children up to 9 years, bed wetters, sleepwalkers and the aged do not use the top bunk. Lower bed only arrangements are possible at a higher cost; please ask for twin share rate.

CANDLES - what about religious ceremony?

Candles are not permitted at our site either indoors or outdoors. Spilt candle wax is a problem for us and we suggest you use battery candles for your ceremony. Speak to the Reception Team for detail.

CONDITIONS OF HIRE - what is our agreement?

The Conditions of Hire are listed on the back of your application form. This is the contract between us. A copy of these conditions is also provided on page 15 of this booklet.

CONDUCT OF BEHAVIOUR - sharing the facility

It is likely that other guests will share the facility while your group is with us. Guests are expected to consider the needs of other guests at all times.

CONFERENCE ROOM - when can we use it?

A conference room appropriate to your group size will be allocated to use, however you may be shifted if an allocated conference room is not available at the time of your arrival. In this case an alternative room will be made available until the allocated room is vacant.

DEPOSITS AND GST - how does it work?

We collect three deposits before camp. Each deposit pays GST which is included on the final invoice.

DISABLED ACCESS – any disabled access features?

Certain rooms shown on the floor plans have wheelchair access and three bathrooms are also accessible. We also have two accessible public toilets. Wheelchair access to auditoriums may require low ramps that we can provide on request.

DOUBLE ADAPTORS - can we?

Double adaptors and piggy backing of power leads is prohibited. If you bring power boards an integral overload switch is mandatory.

DUTIES - what are they?

Meal and departure duties are a characteristic of camp environments. At Alexandra Park we have continued this tradition since 1946. Should you wish to pay to exclude duties you can do so by advising us up to 7 days before camp. A list of standard duties is included in this folder on page 14.

Children with extreme food allergy must not be rostered on meal duty.

ELECTRICAL - audio and lighting equipment with extension cables, power boards

All cables associated with professional audio & lighting equipment must carry a current test tag to comply with Electrical Safety Regulation 2013 (s112).

EMERGENCY RESPONSE PLAN - what happens?

Alexandra Park Conference Centre has an *Emergency Response Plan* available on request.

EVACUATION / FIRE PROCEDURES

The fire evacuation procedure for the centre is included in this folder and is displayed in various rooms around the centre. A group briefing is conducted on arrival and the Group Leader is to appoint staff members to act as evacuation supervisors.

FIRST AID - who do I talk to?

Your First Aid is the responsibility of your group. Each group attends to their own first aid needs with their own first aid kit.

FLORA & FAUNA - take care

Pets are not permitted on the property. Please do not disturb the environment and those who call it home. Some of the wildlife is protected. Enjoy the gardens and grounds, and leave them tidy.

GROUP NUMBERS - how many can I bring, how many can you feed?

Total overnight accommodation numbers are fixed 4 months from your camp. If numbers reduce, then allocated beds will be reduced, or we may apply a higher tariff.

Total catering numbers are due 14 days from your camp and do not reduce the total number that we use for charges. Here you can set the number of day visitors and meal time variations if any.

HAZARD REPORTING

Groups are encouraged to report any hazards to Centre Management. A copy of a Hazard Report Form is available from Reception.

INCIDENT / ACCIDENT REPORTING

Groups are requested to report all incidents and accidents to Centre Management.

LINEN - what about sheets etc?

All beds are supplied with a pillow (no case) and a blanket. We do not supply towels, linen, or a pillow case. These are available for hire, but you must request them before you arrive. Two sets of linen are provided in leader rooms at no additional cost.

LOST PROPERTY - we left it behind?

Any lost property found on site may be held for 30 days. It is the responsibility of the owner to contact us to arrange for discovery and return of lost property. Costs for delivery of return items will be at the owner's expense. After 30 days items are donated to charity for re-distribution.

Personal items and toiletries are discarded after your departure for hygiene reasons.

MEALS - when are they?

Guests are expected to be on time for meals. If your group will be late for a meal, it is requested that kitchen staff be informed at least two hours early, so meals can be delayed safely and appropriately. Standard meal times are as follows:

Breakfast - 7:30am, Lunch - 12:30pm, Dinner - 6:00pm

NOISE - who cares about noise?

Noise is to be kept to a minimum before 7:00am and after 10:00pm to comply with Queensland government legislation. [Environmental Protection and Other Legislation Amendment Act 2008]

OUT OF BOUNDS - are there restricted areas?

The area behind our main building including gas tanks and workshops are out of bounds for all guests and visitors. Any accommodation not allocated to your group is out of bounds.

PAYMENT - final

A tax Invoice will be provided to the group after departure. Groups are requested to pay within 7 days.

POOL - we like swimming?

Pool is available for use during daylight hours if booked. Exclusive use of the Pool is available for up to 1½ hours each day and must be booked before you arrive. At other times use of the pool is on a shared basis but accessed by key only. Adult supervision is always required when your group is using the pool. Pool safety and first aid is the responsibility of your group leaders. Lifeguard supervision can be arranged, please ask.

FUTURE BOOKINGS - can we book our next camp?

To avoid disappointment, groups are encouraged to rebook before departure. Bookings can be accepted up to two calendar years ahead.

ROPES COURSE - how do we use this activity?

The high ropes course on site is available for hire and we can recommend accredited contractors to supervise your group. A brief summary is provided at the end of this information pack.

SAFETY

Guest safety is the responsibility of our staff and your group leaders. It is essential that group leaders read and understand the safety guidelines contained in this folder and that this information is conveyed to all members of your group.

SECURITY - do we lock up?

Security of personal items is a guest responsibility at all times. Doors to accommodation and meeting areas should be locked when unattended for security and to keep foraging wildlife out.

Security Guards patrol through our Centre at intervals through the night and you may find the gate at the entrance closed, but not locked. We can arrange on-site security for your camp at your cost.

SKATE BOARDS, scooters, ripsticks etc are a significant safety risk

Skate boards and similar devices are totally prohibited from use in and on our property.

SMOKING - where do we go? Smoking is not permitted on the premises other than in the designated smoking area. Please contact Reception for information on the designated Smoking area.



FLOOR PLAN
Acacia

Room type	Capacity	Rooms
Regular double beds	8	8
Large bunk beds	12	2
Leisure 3 seater and 1 single bed	3	2
Total capacity 94		



13, Mart Street, Alexandra Headland QLD 4572 | PO Box 705, Cotton Tree QLD 4558 | 1300 789 192 | info@alexpark.com.au | alexpark.com.au

FLOOR PLAN
Banksia

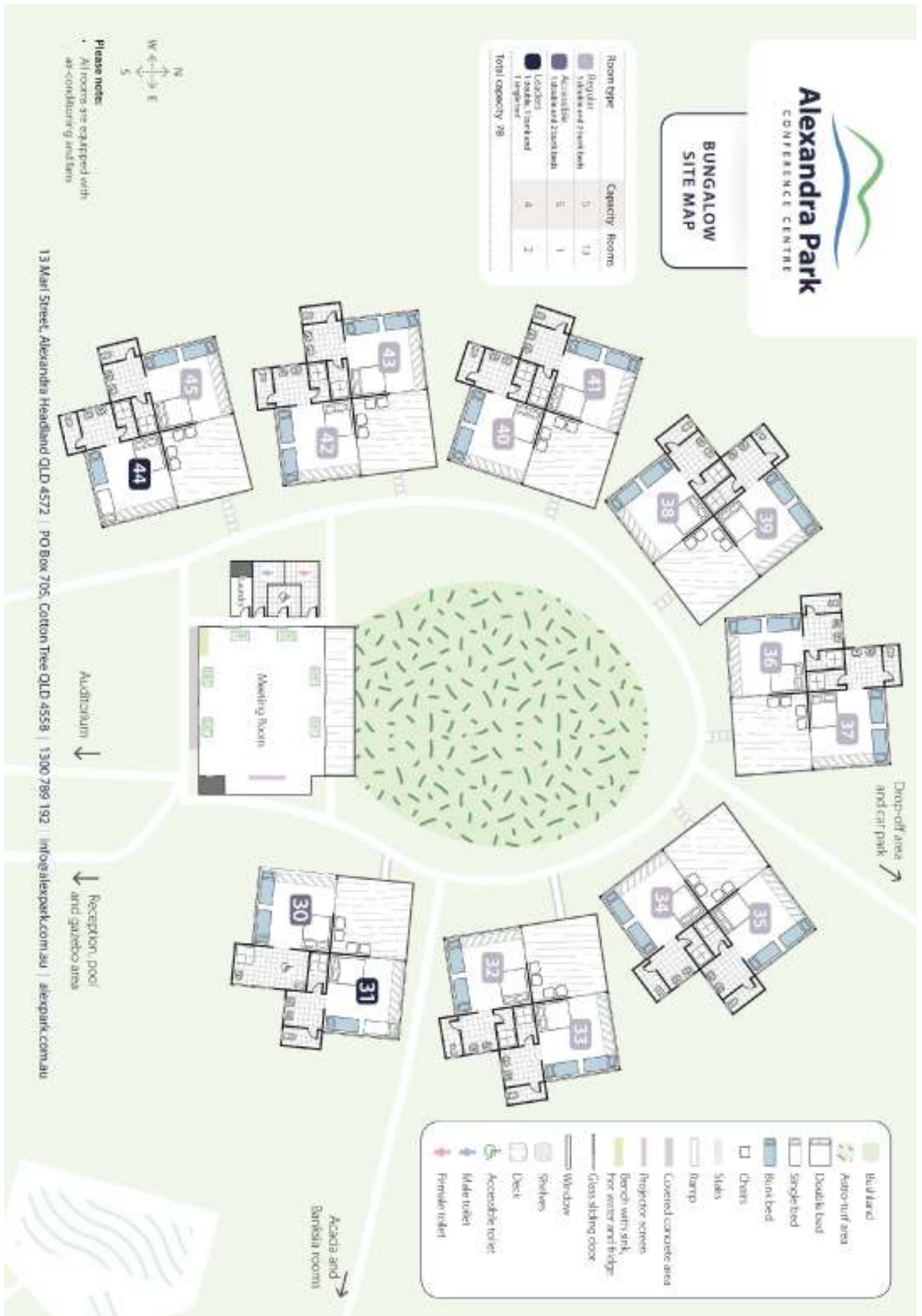
Room type	Capacity	Rooms
Regular 2 bunk beds	4	10
Large 4 bunk beds	8	2
Accessible 2 bunk beds	4	2
Lockers 1 double and 1 bunk bed	3	2
Total capacity 70		

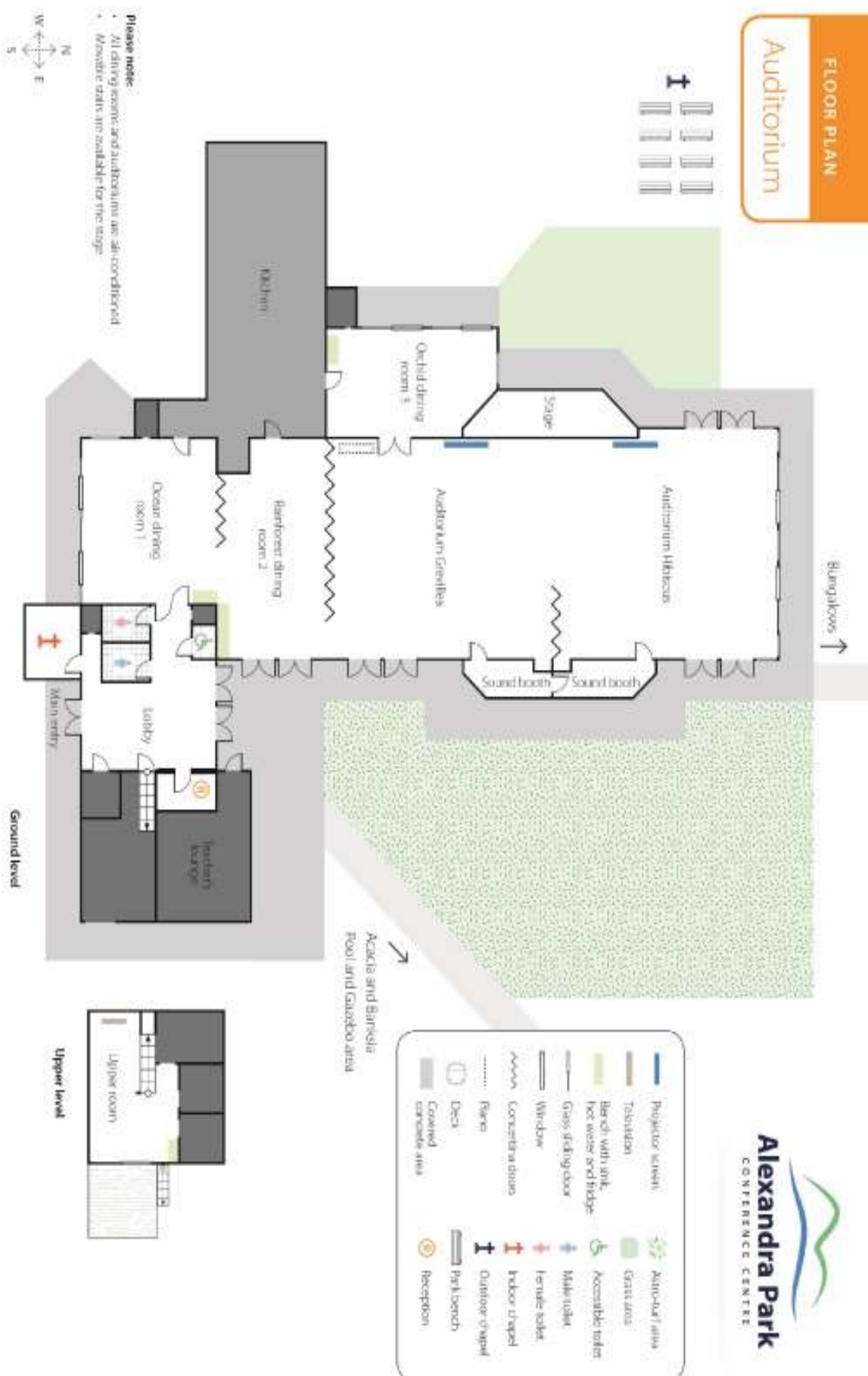


Please note:

- All rooms are air conditioned and have wall mounted fans.
- All rooms have ensuite facilities.

- Double bed
- Bunk bed
- Locker and chair
- Shelving
- Television
- Furnish with sink, hot water tap and fridge
- Dark walkway
- Covered walkway
- Open sleeping door





CONTACTS

AFTER HOURS CONTACT

Use doorbell at reception main entrance door OR

0439 278 115

(no text message available)

<p>CENTRE MANAGER EMERGENCY ONLY</p> <p>0438 441 868 Danny Salzke</p>	<p>AMBULANCE, POLICE, FIRE BRIGADE</p> <p>000</p>
<p>Sunshine Coast University Public Hospital</p> <p>3 Doherty Street, BIRTINYA</p> <p>5390 6000</p>	<p>IMPERIAL SECURITY (site patrol guard)</p> <p>0417 862 428</p>
<p>NEAREST DOCTORS</p> <p>Medicine on Second 50 Second Avenue MAROOCHYDORE (weekday, sat morn) 5443 9455</p>	<p>NEAREST DOCTORS</p> <p>Maroochydore 7 Day Medical Centre 150 Horton Parade MAROOCHYDORE</p> <p>5443 2122</p>
<p>DOCTORS</p> <p>Ochre Medical Centre 9 Ochre Way SIPPY DOWNS (all days) 5635 7700</p>	<p>DOCTORS</p> <p>Cotton Tree Plaza Medical Centre Cnr King St & Memorial Ave COTTON TREE (weekday, sat morn) 5443 3768</p>
	<p>NON CRITICAL SITE VISIT</p> <p>13 SICK 13 7425</p>

IN RESIDENCE GROUP DUTIES

DAILY DUTIES

- Tidy dining room and accommodation areas and pick up rubbish
- Empty bedroom rubbish bins in outside bin as required
- Lock all main building exterior doors prior to bed each night

MEAL DUTIES

a small roster group is required to assist kitchen staff
with setup 10 minutes prior to all main meals

CHILDREN WITH EXTREME FOOD ALLERGY MUST NOT BE ROSTERED ON MEAL DUTY

- Set tables (cutlery, glasses, jugs, etc)
- Clear and sanitise tables after the meal
- Clear or vacuum debris off the floor

DEPARTURE DUTIES

- As per Daily Duties
- Tidy meeting and activity areas
- Vacuum floor of bedrooms
- Empty room bins in main bin outside
- Turn off lights
- Lock all windows and doors
- Turn off air conditioners

Prior to departure, group leaders are asked to visit our
Reception to return all keys and equipment.

NO DUTIES

- Groups may elect to exclude duties for a small fee.

CONDITIONS OF HIRE

1. BOOKINGS:

A tentative booking is available up to two years in advance. All bookings must be confirmed within 14 days by submitting a completed Application Form and payment of a booking deposit. In the unlikely event that Alexandra Park Conference Centre (APCC) initiates a cancellation of your booking, we will provide a full refund of any monies paid except if you are in serious breach of the Conditions of Hire or the hire agreement, or you commit a serious offence, or we are legally required to cancel your booking – in which case all hire fees are payable.

2. FINAL ACCOMMODATION NUMBERS & CANCELLATION POLICY:

- 2.1 Our minimum invoice value is 80% of total numbers booked, either as indicated on your application form, or in response to our letter 22 weeks before your scheduled arrival date, except where the booking is for whole of site accommodation, with exclusive site use, and is a stated number of persons. Site use is on a shared basis unless agreed otherwise.
- 2.2 Cancellation more than 120 days (four months) from the booked arrival date, the booking deposit is non-refundable.
- 2.3 Cancellation four months or less from booked arrival date incurs a cancellation fee of 80% of the full value of the original booking, or where a stated number of persons the cancellation fee is the cost of those persons. Should a substitute booking to the same or higher value replace your stay, the cancellation invoice will be reduced by the value of that substitute booking, up to the value of the cancellation invoice less the deposit or \$200.00, whichever is greater.
- 2.4 Infants are not included in total numbers booked in terms of these conditions.

3. DEPOSIT & ACCOUNT PAYMENT:

- 3.1 Invoices will be issued and payments are due within 7 days. If a deposit remains unpaid the booking may be cancelled.
- 3.2 For exiting clients, a booking deposit of \$200.00 is payable for bookings made more than four months in advance. For new clients a booking deposit of 10% or \$200.00, whichever is greater, is payable. For all clients: a booking of 10% or \$200.00, whichever is greater, is payable for bookings made less than four months in advance; or 50% for bookings made less than 4 weeks in advance. APCC reserves the right to require additional deposit amounts for your booking.
- 3.3 A second deposit of 10% of the estimated final invoice value is due for payment 20 weeks (140 days) prior to arrival.
- 3.4 A third deposit equivalent to 40% of the estimated final invoice value is due for payment 4 weeks (28 days) prior to arrival.
- 3.5 A tax invoice less deposits will be issued prior to your departure. This is based on the number of accommodated guests, or 80% of total number booked, or stated number of persons, whichever is greater. Payment is required within 7 days. A late payment fee of 5% per seven (7) day period may be applied to late payments.

4. LEADERS RESPONSIBILITY:

Group leaders retain the responsibility for managing their groups behaviour & safety whilst staying at APCC regardless of the activity. The management of APCC reserves the right to ask any person who does not comply with reasonable directions or our rules to leave the property - no refunds apply. You are responsible to ensure all your group members attend a safety briefing.

5. OTHER CONDITIONS: *(Please advise all of your group & responsible persons of these conditions)*

- 5.1 **Accommodation numbers:** Final accommodation numbers are fixed at the time of application, and by your response to our 22 week letter. Rooms are provided at a multi share price for 80% of allocated beds occupied. If numbers reduce then a reduced number of rooms, or a higher price will apply. Minimum chargeable number is 25 persons.
- 5.2 **Alcohol / drugs:** Alcohol is only permitted onsite with our written approval, which must be requested < 21 days prior. Approval is subject to our policy on alcohol consumption & other considerations. Non-prescribed drugs are not permitted.
- 5.3 **Beds and Bedding:** We do not supply towels or sheets. We do supply one blanket & pillow per bed. These items can be hired with prior notice. The majority of our beds are bunks and comply with the current Qld Regulation. Group leaders are reminded that younger children 9yrs and under, sleepwalkers and those with health issues should not use upper bunks.
- 5.4 **Catering, final numbers:** Final catering numbers are required at least 14 days prior to the booked arrival date.
- 5.5 **Catering, self-catering:** Self-catering is not permitted at APCC as a rule.
- 5.6 **Check in / Check out:** Departing groups are expected to vacate accommodation by 10:00am and may negotiate vacating meeting rooms before 1pm. Groups arriving may occupy their rooms after 2:00pm unless negotiated prior.
- 5.7 **Cleaning:** All areas, including accommodation rooms, dining, conference and activity areas occupied by your group are to be kept tidy for the duration of your stay and cleaned upon departure. Groups may pay a fee at the time of booking, not to clean on departure. Dining room duties apply to your group, this includes **for every meal:** table preparation & clean-up and floor & table cleaning. Groups who elect not to complete dining room duties attract a "no duties" fee.
- 5.8 **Electrical:** All your portable electrical equipment, cords etc must be tested & tagged & comply with laws & standards.
- 5.9 **Fire Safety and Prevention:** Naked flames, candles (including for religious ceremony) & fires are not permitted on our property, please contact us for solutions. Reverse cycle AC is installed, no heaters please. You are your own fire wardens.
- 5.10 **First Aid:** First Aid is your own responsibility. Groups must provide their own equipped First Aid kit and personnel.
- 5.11 **Food allergies:** As we operate as an "allergy aware" environment please ask before you bring any food or drink on site.
- 5.12 **Insurance:** Your public liability insurance certificate of currency for a minimum \$5,000,000 is to be provided on booking.
- 5.13 **Pet Animals:** Pets are not permitted on APCC's property at all. We may approve registered assistance animals.
- 5.14 **Personal Items:** APCC isn't responsible for your items, equipment or vehicles brought to APCC.
- 5.15 **Noise:** All noise must be kept to a minimum on all days between 10.00pm and 7.00am and in compliance with any laws.
- 5.16 **Pool Use:** To minimise noise and maintain safety the pool is available for use in daylight hours.
Exclusive use of the pool is available for up to 1½ hrs each day, and must be booked prior to your arrival. At other times your use of the pool is on a shared basis, unless reserved by another group. Group leaders are issued a pool access key.
- 5.17 **Property use, damage and loss:** Any damage or breakage must be reported to Alexandra Park staff immediately. Any damages, breakages or losses of anything will be invoiced to your group. You may only use areas & rooms we designate.
- 5.18 **Security:** Security of your people and things is your responsibility. Additional security can be arranged for a fee.
- 5.19 **Smoking:** Smoking is only permitted in designated areas & is not permitted in or within 10 metres of any building.
- 5.20 **Disclaimer:** The owners and staff of APCC disclaim all liability except if we are proven to be negligent in a particular case.

EVACUATION PROCEDURE

In case of **FIRE**

Leave through the nearest **EXIT**
and assemble on the playing field

- If you hear the smoke alarms operating, alert other occupants and ascertain if there is a fire present. If no fire present await further instructions.
- If instructed to do so, or when sirens and evacuation orders are given through the PA system, evacuate the building. Follow the **EXIT** sign to locate the emergency exit, and proceed to the playing fields by the safest route.
- If you see **SMOKE** or **FLAMES** or smell **ANYTHING BURNING THAT COULD BE A FIRE**, and the smoke alarms have not operated, raise the alarm immediately.
- In the case of **FIRE**, alert other occupants and telephone **000**
(some mobile phones do not access 000 – try 112 or check with your service provider)
- Give an accurate location (see below) and a clear description of the incident.

Alexandra Park Conference Centre
13 Mari Street
Alexandra Headland.

- If safe, close any windows and doors to confine the fire.
- If you are unable to evacuate, **STAY IN YOUR ROOM**; if you can safely access a telephone **CALL THE FIRE SERVICE** and give accurate information regarding your location; if unable to safely evacuate through the window, **SIGNAL YOUR PRESENCE AT THE WINDOW**, then **WAIT THE ARRIVAL OF THE FIRE SERVICE**.
- Calmly follow instructions given by the attending Fire Officers.

- REMAIN CALM -

WORKPLACE HEALTH AND SAFETY

We are committed to provide a safe and healthy environment for all employees, guests and visitors throughout all types of activities conducted within **Alexandra Park Conference Centre**. We will strive for the highest possible safety standards in both operational and administrative activities by ensuring that our WH&S policy is implemented and that all employees, guests and visitors are aware of their responsibilities within the framework of the Workplace Health and Safety Act - 2011.

A copy of our WH&S Policy is available by contacting our reception staff, or the duty manager.

CHILD, YOUTH AND PROTECTION

Alexandra Park Conference Centre operates within guidelines set by the Uniting Church in Australia Child, Youth and Protection Policy. All our permanent and casual staff are required to hold current Child Safety Blue Cards and a register of card holders is held at our head office in Brisbane. Please ask if you wish to see a copy of this document.

A copy of our Child, Youth and Protection Policy is available by contacting our reception staff, or the duty manager.

RISK MANAGEMENT

At Alexandra Park Conference Centre we aim to manage any risks that exist on our property or in our procedures. Regular reviews are conducted to ensure site safety. We always aim for our guests to have a safe, healthy and pleasant stay. A copy of our Risk Management documentation is available by contacting our reception staff.

Thank you and enjoy your stay -

Alexandra Park Conference Centre

Preferred Programmers for Activities



Sports Tuition has qualified and experienced staff conducting school camp activities at Alex Park; specialising in high rope elements, rock climbing, surf awareness, archery, team building and initiative activities. All Sports Tuition staff members hold a current Child Suitability Card (Blue Card), current first aid and relevant qualifications for the activities. Sports Tuition works in collaboration with the school camp coordinator to design the activity program and to ensure curriculum outcomes and camp objectives are achieved.

sportstuition.com.au

Steve Wilkes 0403 154 510



Character Builders is a vibrant team building and leadership consultancy notorious for facilitating wonderful camps. Our offerings are innovative and targeted towards meeting the needs of 21st Century Learners and Educators. Whether it's on the beach or around the grounds at Alex Park we provide genuine opportunities for students (yr 3-12) and staff to connect through our fun, inclusive, meaningful day and night experiences and full camp programs.

characterbuilders.com.au

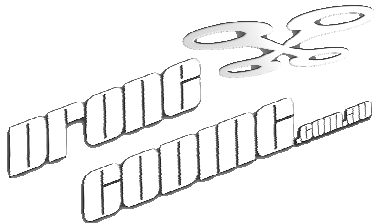
1300 205 101



The Alexandra Headland Surf Life Saving Club, just a 5 minute walk from us, provides an array of beach safety, body surfing and beginners board surfing to schools visiting APCC. As a licensed Training Provider they also provide nationally recognised courses such as First Aid, CPR, Community Bronze Medallion, and Surf Rescue Certificates.

alexsurfclub.com.au

Anita 5456 7803



A new drone training and coding initiative here in the beautiful Sunshine Coast. They provide schools with an intensive, cutting edge program for both students and teachers. The 'Queensland Drones Strategy' encourages the use of drones in implementing the Australian Curriculum and that is exactly what is provided.

dronecoding.com.au