



# Retreat Catered Handbook

(for group coordinator)



This manual is designed to assist you in obtaining information about our site and what we offer at Peninsula Outdoors.  
If you have any questions, please call the office on 5989 8422 or email [info@peninsulaoutdoors.au](mailto:info@peninsulaoutdoors.au)



Last updated: December 2023

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## CAMP COORDINATOR RESOURCES & REQUIREMENTS

### PRE-CAMP CHECKLIST FOR CAMP COORDINATOR:

<input type="checkbox"/>	Read this handbook
<input type="checkbox"/>	View our website for general information such as floor plans & site map <a href="https://www.peninsulaoutdoors.au/resources">https://www.peninsulaoutdoors.au/resources</a>
<input type="checkbox"/>	Send out participant information. (Include date and times & costs).
<input type="checkbox"/>	Once participants/guests confirm – send the 'guest handbook' from <a href="https://www.peninsulaoutdoors.au/retreat-resources">https://www.peninsulaoutdoors.au/retreat-resources</a>
<input type="checkbox"/>	Prepare attendance List/Cabin allocations
<input type="checkbox"/>	Arrange First Aid Kits and appoint qualified first aid officer
<input type="checkbox"/>	Organise any activities and sports equipment you wish to bring
<b>6-4 weeks prior to arrival, you will receive pre camp forms to complete which require the following information returned 2 weeks before arrival</b>	
<input type="checkbox"/>	Total number of participants
<input type="checkbox"/>	Dietary Requirements
<input type="checkbox"/>	Designated First Aid officer name & information
<input type="checkbox"/>	Arrival & Departure times
<input type="checkbox"/>	Cabin allocations for ALL participants (must include their full names)
<b>Don't forget to organise</b>	
<input type="checkbox"/>	Arrange duty groups for each meal (6-8 guests)
<input type="checkbox"/>	Arrange a group First Aid Kit/s
<input type="checkbox"/>	Organise any evening/free time activities and sports equipment you wish to bring
<input type="checkbox"/>	Advise guests of information/room number
<input type="checkbox"/>	Read through our 'what to bring' & pack your bags!

### CAMP COORDINATORS TO ENSURE:

- Behavior of guests is acceptable
- Inform management of any incidents or damage
- Ensure there is supervision for all activities with guests under 16
- Camp site is left in an acceptable manor



## **UPON ARRIVAL**

Camp Co-ordinator/s need to be aware that a peninsula outdoors staff member will talk to the Camp Co-ordinator separately for up to half an hour and then all guests regarding orientation and safety requirements of the property. If guests arrive later, the Camp Co-ordinator will be required to brief the group themselves.

## **EMERGENCY ON CALL**

If you have an on-site emergency such as the fire alarms are going off, the hot water has stopped working or a water pipe has broken and requires immediate attention, please call the office line: 03 5989 8422.

This person is your first point on contact, unless in an emergency in which case you would call 000.

## **IN AN EMERGENCY**

Please make yourself and your group familiar with the emergency management plan which is located on the wall in the dining room. Note that the Emergency Evacuation area is the basketball court, on the right as you drive into the site.

## **FIRST AID/INCIDENTS**

The group is required to bring a first aid kit to camp.

Peninsula Outdoors has first aid kits located on the wall in all dining halls for emergencies only. The site has a defibrillator located on the outside wall of the office.

The designated first aider for the group is responsible for any incidents. If any incidents occur during the camp, please complete an incident report, and inform management detailing the time, date, person/s details involved, location, what/how is happened.

## **FIRE EXTINGUISHERS**

Fire extinguishers are there for emergencies only and are not used for any other purpose. Misuse of any fire-fighting equipment will result in the group being charged for replacement equipment. Fire extinguishers are located outside all lodges, in the recreation hall, kitchen and dining hall.

## **FIRE ALARMS**

Fire alarms on the property are not to be tampered with, any misuse, including using aerosol sprays in the cabins, which can result in the fire services attending site and/or replacements will be directly charged to the group.

In the case of a fire alarm going off, please refer to our emergency plan. Contact the emergency on call immediately and notify of details. If fire or smoke can be seen call emergency services immediately (000).



## **ABOUT THE PROPERTY**

### **SITE MAP/FLOOR PLANS**

Please refer to our website <https://www.peninsulaoutdoors.au/resources>

### **FACILITIES**

Heating/Cooling – All bedrooms have heating which are on an automatic timer overnight which are used during winter months only (June-September). Dining halls have split systems which include heating and cooling functions using the controllers.

OH&S – Bedroom doors cannot be locked due to OH&S.

Lighting – All lighting is operated by switches, please ensure lights are turned off when leaving an area.

Dining room - can be used as a function/meeting room.

#### **Shared Facilities**

- Large, grassed sports fields
- Gaga pit
- Basketball court
- Volleyball net
- Multi depth swimming pool (1.2m, 2.5m and 4.5m deep)

### **POOL**

If the group is using the pool, guests under 18 must always have adult supervision and at least 2 people must be using the pool at all times. Pool safety is the groups responsibility.

### **CAMP FIRE**

Groups must seek permission from management prior to arrival if planning on using the fire pit. Fires can only be lit in the designated fire pit, must be attended with adult supervision at all times and extinguished before leaving unattended.

Wood is not included for fire pits but can be organised through admin prior to arrival (if available). Nothing other than wood is to be used to burn in the fire pit.

There will no fires on high-risk days or total fire ban days. Management has the right to extinguish any fire if the above conditions are being followed or the weather conditions change and the fire is deemed unsafe.

### **TECHNOLOGY**

Data projector with HDMI input and wireless capabilities available. Access to internet/wifi is not available.

### **PARKING**

Hillside: Parking is available along the banked verge of the oval at the end of the driveway. No cars are to drive on grassed areas.

### **NOISE CURFEW**

Noise levels must be kept to a minimum after 10pm.

### **OUT OF BOUNDS**

- The maintenance shed
- Office
- Management houses (at the entrance to the site)
- Other accommodation areas not booked
- The lake (no swimming)



## **SPEED LIMIT**

There is a speed limit of 10km from the top of the drive way to the bottom. Any reckless drivers will be asked to leave the site. This is for the safety of others walking along the driveway, being respectful to the 2 residential properties at the top of the driveway and to ensure no native wildlife will be harmed.

## **SMOKING**

Smoking, including the use of electronic smoking devices, is prohibited inside and within 4 metres of all buildings at the Facility.

## **NOT PERMITTED**

Firearms, illicit drugs, animals and pets are not permitted at the Facility.

## **ALCOHOL**

Alcohol is not permitted on the Facility without our prior consent, and if we consent, you must ensure that the use and consumption of alcohol by you and your Attendees is in accordance with the guidelines set out by our management and Alcohol and Cleaning Policy.

### **Guidelines:**

- Must attain prior consent from management.
- No alcohol is to be consumed outside of the dining hall area. If alcohol bottles, cans or broken glass is found around the site, there will be additional charges.
- If there is any damage or additional cleaning, there will be additional charges.
- No excessive consumption of alcohol is tolerated at the facility, management has the right to terminate the booking.

## **DAMAGES & CLEANING BOND**

On your final invoice a \$1000 damage & cleaning bond will be added. This is refundable after the conclusion of your camp, subject to adhering to the T's & C's. Our terms and conditions can be found through our website resources: <https://www.peninsulaoutdoors.au/resources>

Please ensure on departure you check for rubbish, damage and lost property in:

- All bedrooms used
- All bathroom/toilet facilities used
- The grounds/areas outside the group used

All bins should be removed and disposed of in our general waste and paper only bin behind the green fence or the commingled recycling bin with the yellow lid sitting outside of the green fence \*shown to camp coordinator on arrival.

**Additional costs** will be added if additional rubbish or damage is found around the site, in bedrooms, dining halls or bathrooms.

This includes:

- Arts & Crafts
- General rubbish
- Food
- Glass





## **CATERING INFORMATION**

**AS WE ARE A NUT AWARE CAMP, PLEASE ENSURE THAT ANY FOOD BROUGHT ON SITE DO NOT CONTAIN NUTS INCLUDING DIPS, NUT MILK, SNACK BARS, CHOCOLATE PRODUCTS.**

Unless alternate arrangements have been made the first meal provided will be dinner on the night of arrival and last meal for lunch on the final day of camp.

Mealtimes onsite are generally:

- Breakfast - 7:30am (cereals) 8:00am (hot breakfast)
- Morning Tea - 10:30am
- Lunch - 12:30pm
- Afternoon Tea - 3pm
- Dinner - 6:00pm

Morning and Afternoon Tea on-site is left for distribution by the group.

Please inform management if group are heading off-site during the day, take away arrangement can be made for morning tea, lunch or afternoon tea.

Black Tea, Instant Coffee, Hot Chocolate, Sugar and Milk are available to the group at all times.

A fridge and microwave is available in the dining hall for group to use if required.

Birthday cakes can be prepared with at least 1 week prior notice if requested.

### **MEAL EXAMPLES**

Continental Breakfast: Toast, Spreads (Honey, Strawberry Jam, Vegemite & Margarine), Cereals (Rice Bubbles, Corn Flakes, Just Right, Weet Bix), Milk & Juice.

Hot Breakfast: Waffles or Pancakes with Maple Syrup, Berry Compote & Yohgurt/Hash Browns & Chipolatas/Scrambled Eggs & Bacon

Lunch: Chicken Wraps with a choice of salads/ Hot Potato with diced bacon, sour cream, cheese and homemade coleslaw/ Supreme Pizza with Garden Salad

Dinner: Bolognaise with garlic bread & Garden Salad/ Nachos with the lot/ Chicken Schnitzels with Gravy, Mash Potato, Honey Carrots & Broccoli

Morning or Afternoon Tea: Cake/Slice/Chip Packet

### **DUTY GROUPS**

Duty groups between 6-8 guests are required 15 minutes prior to each meal. They will also be required to stay after the meal. Their responsibilities include:

- Setting the tables before the meal (cutlery, glasses, cordial/water)
- Helping to collect anything left behind on the tables after the meal
- Washing, drying and putting away all crockery and cutlery used by the group
- Wiping down the tables

Adult supervision is required if the duty group are school aged with their tasks.

### **DIETARY REQUIREMENTS**

Groups must have an appointed adult to assist the camp staff and students with special diets (the dietary coordinator). This includes the adult taking responsibility for reviewing the menu and ensuring guests with a substitute meal has received their meal.



## WHAT TO BRING

### COORDINATOR

- ☐ Laptop (if wanting to use data projector for movies ect)
- ☐ Internet access – can use mobile phones to hot spot
- ☐ First Aid Kits (all groups going offsite should also have one)
- ☐ Staff Car (for emergencies)
- ☐ Mobile Phones
- ☐ Sports Equipment (for free time)

### GUESTS

- ☐ Sleeping bag
- ☐ Fitted Sheet single bed/double \*check room allocation sheet
- ☐ Pillow & slip
- ☐ Toiletries
- ☐ Towel
- ☐ Plastic bags for dirty clothes/shoes
- ☐ Pyjamas
- ☐ Shirts
- ☐ Shorts
- ☐ Long pants
- ☐ Jumpers
- ☐ T-shirts
- ☐ Bathers (If using pool)
- ☐ Socks and undies
- ☐ Waterproof Jacket
- ☐ Enclosed toe walking shoes/runners
- ☐ Drink bottle
- ☐ Sun hat/beanie
- ☐ Sunscreen/Insect repellent \*no aerosol sprays
- ☐ Torch

### WHAT **NOT** TO BRING

- ☐ Valuable items
- ☐ **Aerosol spray cans** \*Sets off smoke alarm in bedrooms





## UPON DEPARTURE

***Please ensure the following is done before leaving:***

- Check for lost property in rooms & bathrooms
- Ensure all lights are all turned off and doors are closed in cabins, and dining area
- Ensure bathrooms are left in an acceptable manor
- Ensure all rubbish has been picked up and disposed of in rubbish bins
- Notify management of any damage (charges may apply)
- Supply completed incident reports to catering team at last meal or notify and send to management
- Coordinator to sign off on departure with catering team

**BE AWARE! Cleaning fees may be added to your invoice if the site/facilities are left poorly. You will be notified via email if this is the case.**



**SITE PICTURES** \*CHECK WHAT FACILITY YOU ARE BOOKED IN FOR AND REFER TO HILLSIDE OR LAKESIDE



BIRDS EYE VIEW OF SITE



SHARED FACILITIES – GAGA PIT – BBALL COURT - POOL



HILLSIDE DINING HALL \*CHECK FACILITY HIRE



LAKESIDE DINING HALL \*CHECK FACILITY HIRE



HILLSIDE BEDROOM (14)



HILLSIDE 'LEADERS' BEDROOM & ENSUITE (2)







LAKESIDE BEDROOM (24)



LAKESIDE 'LEADERS' BEDROOM (5)



SHARED BATHROOM TOILETS & SHOWERS – 3 IN EACH

