

Introduction to site

- « We are on the edge of a National park and share the boundaries with a range of wildlife. Therefore need to be aware of our environment. Please do not litter – there are plenty of bins around to use.
- « Do not interfere with flora or fauna, respect the nature around you and do not destroy it. We have a lot of native plants etc some of which are quite rare. The same applies to the wildlife – we have a lot of wombats, wallabies, echidnas and birds. Some of these may not be shy and it is very important not to feed them except with camp staff supervision.
- « Snakes will occasionally be seen on hot sunny days. Mostly they are non-aggressive but if you come across one do not try to attack it or interfere with it in anyway. Just move away as promptly and gently as you can. Always let Feathertop Chalet staff know if you come across a snake.
- « Fire Safety and awareness of fire risk is very important while you are here. Identify fire haven as Community Hall and Evacuation Points as being Tennis courts and Basketball court. Identify location of fire extinguishers & hoses / emergency numbers / make selves familiar with evacuation plans in Lodges. Siren indicates evacuation.
- « Smoking policy. No smoking in any of the buildings or in the bush. No butts to be left around – pick up and dispose of. Use tins provided.
- « Smoke alarms are in all the buildings and must not be tampered with. – Too much Lynx or aerosol spray will sound a general evacuation alarm and we like nothing better than an hour or so on the evacuation points before we identify the room the alarm was triggered in.
- « Drinking water is available from any tap on the site.
- « Vehicles should be parked in the car park only and MUST keep to speed limits.
- « Risk areas – several of these around the camp and you need to be aware of them while here. River, low ropes course, uneven grounds and slippery tracks. Under no circumstances should you be on any activity equipment including ropes courses without qualified Feathertop Chalet staff.
- « Out of bounds areas – workshop & equipment shed, office, kitchen & pool (unless prior arrangements have been made for supervision).
- « Any damages or breakages including smoke alarm beeping to be reported to staff.
- « Any injuries or illnesses to be reported to leaders and camp staff. This can be recorded in injury and illness register.
- « First aid policy: First aid is the responsibility of School camp leaders, groups must provide their own First Aid equipment and trained staff
- « Challenge by choice: No-one will be asked by us to do anything they do not wish to do. We ask that you take the opportunity to step outside your comfort zone however.
- « Take something away: Take this opportunity, from the moment you stepped onto the ground here, as a unique chance to grow and to learn about place, others and most importantly yourselves. Just on this camp, leave behind any existing image you have of yourself or the roles you are suited to, leave behind the images and expectations you have of others, leave behind the medias constant barrage of how you should look, what you should own and how you should behave – just for a few days. YOU are in control of the attitude that stepped off that bus and the baggage that has come along, no-one else. If YOU think you will get nothing out of this camp, you will be correct. If YOU believe this is going to be a great memorable experience, you would also be correct and we will be with you all the way.

Feathertop Chalet Guest Briefing Information for Group Leaders and Teachers IN AN EMERGENCY

1. Verify

Verify the incident report

Confirm with other guests, with emergency services or other reliable people the accuracy of the information about the emergency.

2. Notify

By the quickest possible means, notify Feathertop Chalet staff and emergency services.

3. Assess

Assess the danger posed by the emergency. Use all your senses to build a picture which tells you what is happening and use that information to help decide on a course of action.

Use verbal information.

Observe what is happening to decide:

- has the danger passed?
- is the danger increasing or decreasing?
- is the danger coming closer or moving further away?
- is the weather or terrain affecting its progress?

Decide how much time exists to take alternative actions.

4. Act

1. Assembly Areas: Tennis Court, Alternative is Basketball Court
2. Emergency loudhailer siren in reception
3. Take action based on the assessment of danger.
4. Ensure that injured guests or staff are not exposed to further injury or danger.
5. Contain the emergency if safe to do so.

Move people away from the danger area by the safest means, if necessary, move guests indoors, to one end of the building, to the furthestmost part of the campsite or to a site well away from the campsite if time permits.

Refer to any specific procedures developed for the emergency.

Feathertop Chalet

22 Bon Accord Track, Harrietville, VIC, 3741

Office ph/fax : 03 5759 2688

Mobile: 0438 592 688

Feathertop Chalet Guest Briefing

Emergency Phone Numbers

Fire Police Ambulance Dial 000

Bright Police: 5755 1444

Bright Medical Centre: 5750 1000

Bright Hospital: 5755 0100

Nurse On-Call: (free 24-hour health advice hotline) Phone 1300 60 60 24

SES: 13 25 00

Poison : 13 11 26

Plumber: Mountain Valley Plumbing: 0407 534 410

Electrician: Travis Morton 0419 528 563

Dept. of Ed: 1800 809834

Gas supplier: Elgas 1800 819783

Power: 132 099

It is the responsibility of each group to ensure that guests understand and follow Feathertop Chalet's rules and procedures.

Each group must have a competent leader in charge to liaise with Feathertop Chalet staff. DEECD recommends a ratio of one leader to ten guests (1:10). The group leader is responsible for guest supervision at all times. Feathertop Chalet staff or their sub-contracted outdoor activity providers may instruct, lead, demonstrate or assist in an activity but the group leader is deemed to be responsible for overall group supervision, safety and first aid. Feathertop Chalet will provide written procedures for the conduct of specialized outdoor activities.

ARRIVAL. On arrival at the campsite Feathertop Chalet will provide an arrival briefing address and provide a hard copy to the camp leader which includes emergency contact numbers. It is the responsibility of the group leader to assemble the guests at a mutually decided time. If group dynamics do not permit this then it is the responsibility of the group leader to convey the safety briefing to the guests according to Feathertop Chalet staff directions.

DAILY DUTIES. Feathertop Chalet is to be maintained in a clean condition by the guests. Catered groups are to provide duty groups to set and clear tables for each meal. No guests may enter the camp kitchen unattended by Feathertop Chalet staff. Other daily cleaning duties may be required and will be specified by Feathertop Chalet staff. Self-catered groups are responsible for cleaning and maintaining all areas in a hygienic manner.

SLEEPING ACCOMMODATION. For the health and safety of the hire group the number of guests sleeping per room must not exceed the number of beds.

DRINKING WATER. ALL taps at Feathertop Chalet, whether indoor or outdoor are Australian Standard drinking water.

ARRIVAL/DEPARTURE. Guests must not enter the camp prior to the allocated time and must not overstay the allocated departure time. All groups are requested to clear all indoor and outdoor areas of rubbish and vacate the accommodation areas by the agreed time. Indoor and outdoor areas will be inspected prior to departure. All equipment is to be returned and losses or breakage's to be accounted for.

Feathertop Chalet Guest Briefing

EMERGENCY PROCEDURES

- i. Emergency procedure notices are posted throughout Feathertop Chalet and guests should make themselves familiar with them.
- ii. Fire Fighting Equipment. Extinguishers, fire hoses and smoke detectors are vital and are located around the site.
- iii. These must not be tampered with or removed.
- iv. Fires. No fire or BBQ may be lit on the property without the consent of Feathertop Chalet staff. Fire restriction notices and Total Fire Ban Days must be strictly observed.

CODE RED DAYS. Code red days will be strictly observed. If occurring whilst a client is in occupancy the procedures detailed in the Feathertop Chalet Emergency Management Plan will be followed. If a camp is cancelled due to an impending code red day or by client choice, it shall be treated as a cancellation by the client i.e. full payment retained. If the client rebooks the camp to occur in THE SAME calendar year then Feathertop Chalet will retain only the deposit component and will apply all other fees to the subsequent camp.

PROPERTY

- i. Damage and loss. All breakages and losses to Feathertop Chalet property or equipment are to be reported to Feathertop Chalet staff.
Breakages deemed unreasonable by Feathertop Chalet management will be invoiced to the group or retained from bond. We take no responsibility for the loss or damage to personal property. Guests are only permitted to access the buildings to which they have been allocated.
- ii. Parking. All vehicle parking is strictly at the owner's risk and only in designated car parks.
- iii. Speed restrictions. Speed restrictions apply and are strictly enforced.
- iv. The environment. Feathertop Chalet and the surrounding area is a sanctuary for flora and fauna. National Park rules apply. No guest is permitted to bring firearms, animals or pets onto the property or to disturb the natural environment. Care and common sense should be taken when approaching animals at Feathertop Chalet. Garbage and recyclable materials are to be placed in designated areas.
- v. Smoke free environment. All buildings are designated smoke free zones.
- vi. Alcohol. May only be consumed with approval prior to arrival at the campsite and only by people over the age of 18.
- vii. Out of bounds areas. Workshops, storage areas and main kitchen. Other areas including swimming areas, ropes and initiative courses, surrounding bushland and campsites are out of bounds areas unless accompanied by a campsite staff member or allocated group leader.

TELEPHONE

- i. Emergency calls. Feathertop chalet staff are to be informed of any calls for emergency services and will make the business telephone available for such calls. The permanent fixed line service is located in the main camp office and is adjacent to the facsimile/printer. The number is (03) 5759 2688.
- ii. Private calls. Guests are able to make and receive calls at reception. The number is (03) 5759 2688

FIRST AID. First aid is the responsibility of guests. Guests must provide their own first aid equipment and trained staff. The Feathertop Chalet Program Director must be informed of your First Aid plans.

ACTIVITY PROGRAMS. Organised programs and activities are only available with approval prior to arrival at Feathertop Chalet.

The campsite provides some specialist equipment for recreation and sport activities, which include high ropes, initiative courses, volleyball, swimming pool and general sporting equipment. It is the responsibility of the camp hirer to provide adequately trained, experienced or skilled leaders for the activities undertaken. The campsite staff reserves the right to withdraw equipment or access to activities should the guest group fail to provide suitably trained, qualified or experienced activity leaders or be found to be abusing equipment. When campsite staff, including any sub-contracted activity providers, demonstrate, lead or instruct an activity they will take responsibility for the technical skills and related safety of guests. Group leaders are responsible for the supervision and behaviour of guests at the activity, to and from the activity and for those guests awaiting their turn. Campsite staff or subcontracted activity providers will assume first aid responsibilities while the group is undertaking specialized activities under their control. No specialized activities are to be undertaken without the prior approval of Feathertop Chalet staff.

GROUP LEADERS. The group leader must ensure that all guests under the age of 18 years of age have appropriate parent/guardian consent to attend the camp; that the campsite is provided on arrival with a complete list of guest names. The Feathertop Chalet Program Director or Host must be informed of the whereabouts of a complete set of medical and dietary conditions forms. Any conditions that are relevant for catering or activities must be shared with the Program Director or Host immediately after the arrival briefing. It is the responsibility of the group leader to ensure that the injury or illness register is filled out for any incidences. It is the responsibility of the group leader to inform all day visiting members of the group of the campsite's safety briefing and 'Terms and Conditions of Hire'.

TERMINATING THE OCCUPANCY. Feathertop Chalet reserves the right to terminate the occupancy without notice for breach of the Terms and Conditions for Hire. Feathertop Chalet staff are empowered to take action as deemed necessary for the proper conduct of the camp.

MINIMUM NUMBERS. A minimum charge usually exists for the hire of Feathertop Chalet. Please refer to your Quote and Hire Agreement.

BEHAVIOUR. Care and common sense should be taken in all buildings. Group leaders are asked to remind guests to respect each other, other's personal property and the environment. All noise should cease by 11.00 p.m.

Food and drink may only be consumed in the dining room, BBQ areas, common rooms and out of doors.

At Feathertop Chalet we take pride in presenting the facilities and grounds in an aesthetic, clean, safe and hygienic manner. We also want to provide you with the opportunity to get the most out of your camping experience. We welcome your feedback for further improvements or suggestions and you should expect to meet with the Program Director or Host near the end of your stay.