



## Living Springs

### **Declaration by parent/guardian**

- Camp Fee Refunds will only be given for unforeseen circumstances (e.g., Bereavement, broken limbs) and at the Camp Director's discretion.
- The personal information collected on the registration form is so that the staff at Living Springs can provide the best possible care for your child. All information is confidential and is used solely for your mail-outs, follow-up, emergencies, and administration purposes.
- Campers are always in the care of leaders and are expected to abide by the camp rules. If these rules are not followed it may result in the person concerned being sent home. Fees will not be refunded and any costs for transport or damage will be charged.
- Living Springs will not accept registrations for children who would constitute a danger to themselves or others.
- If full disclosure is not given (including behavioural issues) we will not accept responsibility for issues that occur as a result.
- Please ensure that all medication is handed to the Camp Nurse on arrival. Medication should be brought in its original packaging. The Living Springs staff who handle medication have a current first aid certificate.
- My child has not had diarrhoea or vomiting in the 48 hours prior to commencement. If your child vomits at camp, they will be sent home and cannot return for another 24 hours.
- I understand that if my child requires significant medical assistance that every effort will be made to contact me. If I cannot be contacted, I give permission for Camp staff to act in my child's best interest, and I agree to meet any expenses incurred.
- I agree that the staff and leaders will be clear of all liability in the event of injury or loss, which the camper may sustain to person or property.
- I consent to photos being taken at camp for promotional purposes.
- I give permission for my child to travel off-site on trips during camp. My child will be in the care of a fully licensed driver who is at least 25 years of age.
- I give permission for my child to participate in all adventure activities at Living Springs whilst on camp. All adventure activities are run in accordance with the Living Springs Safety Management System.
- I give permission for my child to be given Paracetamol/Panadol in recommended doses if required.
- I give permission for Living Springs staff to administer any medications that have been handed over at the beginning of camp.

- As part of our Kids Camp Policies, you will be required to sign your child in **and** out of camp. Please advise us on the registration form as to who will be picking your child up—and tell us if this person changes.
- Complaints may be made by any parent / caregiver / volunteer / Leader or child following the three-stage process below. All complaints are recorded in the relevant area in the Kids Camp file and copies are sent to all parties involved, including the outcome. Staff employed by Living Springs should follow the grievance procedure as outlined in the Living Springs Grievance Policy.
  1. If a parent / caregiver / volunteer / Leader or child has a complaint about any aspect of the programme, in the first instance this should be directed to the Kids Camp Director, whether it is verbal or in writing. The Kids Camp Director will endeavour to resolve the issue to the individual's satisfaction.
  2. If the complaint cannot be resolved, the parent / caregiver / volunteer / Leader or child has the option to forward the complaint to the Living Springs Camp Administrator in writing. If the Camp Administrator receives a complaint it will be dealt with within one week and a response will be given to the complainant following an investigation.
  3. If the complaint cannot be resolved, the parent / caregiver / volunteer / Leader or child has the option to forward the complaint to the Living Springs Senior Leadership Team Member in writing. If the Senior Leadership Team receives a complaint it will be dealt with within one week and a response will be given to the complainant following an investigation.

If the complaint cannot be resolved within Living Springs, then the complainant can refer the complaint to the Department Ministry of Social Development.

If the complaint is against a volunteer leader or staff member the Kids Camp Director will report it to the Living Springs Camp Administrator. Complaints against leaders will be dealt with by the Kids Camp Director with the support of the Living Springs Camp Administrator. Complaints against Living Springs staff will be dealt with by the Living Springs Camp Administrator and Senior Leadership in accordance with Living Springs Policy.