



# MSAC Holiday Program

## Family Information Handbook

A school holiday program for active children aged 5 to 12 years



MELBOURNE  
SPORTS  
CENTRES

## 1. Introduction

Welcome to the Melbourne Sports Centres – Melbourne Sports and Aquatic Centre (MSAC) Holiday Program in Albert Park.

The MSAC Holiday Program offers a variety of different sports and activities to challenge all levels of a child's ability in a safe and secure environment. MSAC Holiday Program encourages everyone to:

- Develop skills for life
- Develop healthy habits
- Develop social networks
- Be the best they can be

We hope this information will assist in providing a positive school holiday experience for you and your child.

## 2. What is the MSAC Holiday Program?

The MSAC Holiday Program is led by MSAC's Children's Program team and operates each school holiday period for children aged 5-12years old.

Children are given the opportunity to try a large range of sports including basketball, soccer, cricket, hockey, AFL, table tennis, squash, swimming and lots of other games and activities in between.

The holiday program is operated in MSAC's state-of-the-art facilities, and also includes excursions to Lakeside Stadium and walks to the local park to give the children the opportunity to learn through unstructured play.

Children participate in an action-packed day while making new friends and having a great time.

## 3. A Typical Holiday Program Day

	<b>MSAC</b>
<b>7:45am-8:45am</b>	Sign In - sign in closes at 8.45am
<b>8:45am-9:00am</b>	Daily Welcome - Separated into Age Groups
<b>9:15am-11:00am</b>	1st Activity - see program schedule on website
<b>11:00am-11:30am</b>	Morning Tea Break
<b>11:30am-1pm</b>	2nd Activity - see program schedule on website
<b>1pm-2pm</b>	Lunch Break
<b>2pm-4:30pm</b>	3rd Activity - see program schedule on website
<b>4:30pm-5:45pm</b>	Sign Out

The above schedule can be found on the website. It outlines specific activities organised for each day of the program.

This schedule could include, but isn't limited to, scheduled times being altered, participating in a double aquatic session at MSAC or walking to another venue to complete the outlined activities.

#### 4. What to bring

- Comfortable clothes/sports attire and runners all clearly labelled with your child's name
- Bathers
- A sun hat and sunscreen
- A drink bottle that can be refilled throughout the day
- Morning tea, lunch\* and afternoon tea

\*Lunch can be pre-ordered at an additional cost. It includes a sandwich, piece of fruit, a drink and chocolate bite. Lunch is delivered at approximately 1pm. Please ensure you provide a morning tea snack for your child.

#### 5. Nut Awareness

The MSAC Holiday Program is a 'nut awareness' program and requires parents to be mindful of this when packing lunch and snacks as there are children with anaphylactic allergies enrolled most days. It is recommended that parents of children with a nut allergy provide their own lunch as there is a possibility that nut-free products may inadvertently contain nut traces or could be contaminated in the catering kitchen.

#### 6. Program Policies and Guidelines

- MSAC Holiday Program is a sun smart program and children are required to bring a hat and wear sunscreen for all outdoor activities
- Children are advised to wear sports attire or comfortable clothes and runners every day
- Children are advised to wear appropriate bathers for the aquatic sessions
- Children are to stay with the group at all times and must follow the buddy system when moving around the venue and using the bathroom facilities
- Children are to treat each other and the Holiday Program staff with respect and behave appropriately.
- Children can raise any concerns they have throughout the day with any Holiday Program leader
- Children will be divided into groups by age and/or ability. Friends can be placed together if staff are advised
- Children are advised not to bring any of their own games, equipment, activities or money to the program. It is their own responsibility if anything in their possession is lost or stolen

#### 7. Behaviour Management

Disruptive behaviour is not tolerated at the MSAC Holiday Program. It may be disruptive to other children, MSAC staff, contractors, patrons or themselves. Disruptive behaviour can include physical or verbal disruptions. The following steps will be taken if such behaviour occurs:

- First incident- verbal warning
- Second incident- isolation from activity
- Third incident- parent/guardian will be contacted

Continued disruptive behaviour over a holiday period may result in a parent/guardian being asked to withdraw their child from the program. Restrictions may apply to future program enrolments.

## 8. Staffing

We are lucky to have a large team of staff that can cater for more kids than a usual holiday program but we still have to meet, and preferably exceed, the minimum staff to child ratios in our programs on a daily basis. Particularly at MSAC, just moving from our stadium sports halls to aquatics and back again, the staff to child ratios alter dramatically and we like to always be exceeding the minimum standard to ensure safety is our highest priority.

- Stadium Sports Hall Activities - 1 staff member: 15 children
- Aquatic Activities - 1 staff member: 10 children
- Excursions or off site activities - 1 staff member: 6 children

## 9. Medication and First Aid

All medication must be given to the Holiday Program Supervisor on arrival. It can be administered by the Holiday Program staff from the original packaging, with the corresponding child's name, and a specified dose on the package.

Children can administer their own medication with written consent from their parent/guardian and on consultation with the Holiday Program Supervisor.

MSAC Holiday Program staff are all first aid qualified, pool lifeguard qualified and have a working with children's check. The first aid qualification includes the administering of an EpiPen and Ventolin.

## 10. Injury and Illness

Parents will be notified for all first aid treatments that are carried out on their children. Depending on the severity, the notification will either be made at the time of the incident or at collection time, and a parent or guardian may need to sign an incident report record. Should the treatment required go beyond the level of training that the Holiday Program staff have, then further medical treatment will be sourced and the parent or guardian will be notified immediately.

Holiday Program staff have the right to refuse access to the program if they deem a child to be too ill to participate in all planned activities. Staff have a duty of care to all program participants and Holiday Program staff. If a child's illness occurs after sign in, throughout the Holiday Program day, then the parent or guardian will be called to make arrangements for collection.

## 11. Parking

Two minute drop off and pick up zones are located at the entrance to Aquatics. If you are staying longer, parking is available in MASC's aquatics multi deck car park or stadiums car park, see below for parking rates and conditions;

Parking Type	New Fee
First Hour	Free
M-F 6am - 5pm	First hour free then \$5.20/hr
M-F 5pm - 12am	First hour free then \$5.20 flat rate
Weekend Rate + Public Holiday	First hour free then \$5.20/hr capped to \$10.40

## 12. Enrolments

We are excited to release a new, easy to use booking system for our holiday program customers. To secure your spot for the Winter Holidays, head to <https://melbournesportscentres.com.au/kids/school-holiday-programs>. For further questions and queries for the holiday program booking process please email [holidayprograms@ssct.com.au](mailto:holidayprograms@ssct.com.au).

## 13. Child Care Benefit for Registered Care

From 2 July 2018, Child Care Subsidy will replace Child Care Benefit. From this date, fee assistance for registered care programs such as MSAC Holiday Program will no longer be available. You can claim Child Care Benefit for registered care provided before 2 July 2018. You need to lodge your claim within 12 months of the date the care was provided.

## 14. Sign in and Out Procedures

All children must be signed in and out of the Holiday Program during the allocated times by a parent or guardian aged 18 years or older. This is a requirement for the State Sport Centres Trust (SSCT) Child Protection Policy.

The Sign in and out books are located at the Holiday Program Home Base between the hours of 7:45am-8:45am and 4:30pm-5:45pm. If plans change or something happens where an alternative person needs to collect a child, please email [holidayprograms@ssct.com.au](mailto:holidayprograms@ssct.com.au) with the alternative arrangement details. If you are running late for collection we advise you call the Holiday Program Operational Supervisor on 9926 1605 or the main business number 9926 1618 to notify the staff of your whereabouts.

## 15. Child Protection Policy

SSCT is committed to child safety and protection. SSCT offers a family environment that provides programs and services designed to:

- Ensure individuals enjoy their experience
- Cater for individuals at their own ability levels
- Assist participants to develop and achieve optimal levels of performance
- Increase accessibility for multi – cultural, including aboriginal, and multi-linguistic participation
- Ensure the safety of every participant

For more information on our Child Protection Policy please request a copy to be emailed [holidayprograms@ssct.com.au](mailto:holidayprograms@ssct.com.au)

## 16. Cancellations Before the Program Commences

A refund of prior payment may be provided if cancellation is made in writing at least two business days prior to the start of the holiday period commencing.

## 17. Cancellation after the Program Commences

Once the program has commenced, refunds will not be issued. If your child is ill, a medical certificate can be given as proof so that a credit can be provided to use at a future Holiday Program pending vacancy.

## 18. Change of Days

A change in your enrolment may be accepted if a request is made in writing and if none of the dates you are altering have already occurred or have reached maximum capacity for ratios.

## 19. Feedback and Contact Details

Feedback is encouraged and appreciated.

Email: [holidayprograms@ssct.com.au](mailto:holidayprograms@ssct.com.au)

Phone: 9926 1618

Post: 30 Aughtie Drive, Albert Park 3206

Web: [melbournesportscentres.com.au/kids/school-holiday-programs](http://melbournesportscentres.com.au/kids/school-holiday-programs)