

## Frequently Asked Questions

### Will snacks and lunch be provided?

Each parent is required to supply their child's morning tea, lunch and afternoon tea along with a filled water bottle. We recommend packing a larger than normal lunch, due to all the physical activity we do, children tend to be a little bit hungrier usual!

Please ensure that you child's food is adequately stored for the duration of the sessions.

Please do not pack any products that contain nuts.

There are no nearby shops or cafes to purchase food.

### What is my child required to wear?

Please ensure your child wears sports appropriate clothing, including sport shoes. Along with a hat and sunscreen. Please ensure your child has applied sunscreen in the morning. We recommend T – shirts that cover shoulders and have a collar. Wide brimmed hat. Whilst we make every effort to provide sunscreen, it is always a good idea to pack a personal supply with your child.

Pack a spare change of clothes (including shoes where possible), in the unlikely chance we do get caught in the rain or the surface we play on is wet. Shoes with studs or spikes are not acceptable.

### If my child requires medication, how should I supply this?

Any medication needs to be handed to staff at sign in. Please leave in a clearly named zip lock bag or similar. Medication should be in its original packaging and clearly labelled with the student's name, correct dosage and frequency.

Medication provided to staff must align with the medical information we have with your child's registration.

### What should I do if my child has a learning disability or special needs concern?

Any child registered with learning or behavioural difficulties must provide AU Sport with information relating to their needs which are relevant to the successful inclusion of the child into the School Holiday Program. This may include a behavioural plan.

### What time does the program start and finish? What do I need to do if I am running late?

Morning Session

- Drop off from 8:45am (9am start)
- Pick up from 12pm – 12:15 (12pm finish)

## Full Day Session

- Drop off from 8:45am (9am start)
- Pick up from 3pm – 4:00 (3pm finish)

If you are running late to collect your child at the end of the session it is expected that parents will call AU Sport on (08) 8313 5403 to notify staff.

### **What is the coach to child ratio?**

Our program runs a 1:10 ratio of coaches to students with additional AU Sport staff providing general program support at all times. This is higher than average and we do this to ensure your kids get the most from their time with AU Sport.

### **What is the wet weather policy?**

Adelaide University has a number of indoor venues that can be utilised so all programs will continue to go ahead despite wet weather.

### **Are child care benefits/subsidies available?**

AU Sport do not offer the Child Care Benefit or Child Care Rebate for the school holiday program.

### **What is the cancellation policy?**

Adelaide University Sport has a no-refund policy, however we will make every effort to place your child into a different session should they not be able to attend their registered session, alternatively we can issue 'program credit' to use in our future school holiday programs.

### **What happens if my child falls ill or is injured during the School Holiday Program?**

If a child is injured during the program a qualified First Aider will administer First Aid (for minor injuries such as cuts/grazes, bites etc).

If a child falls ill during the program the child will be supervised by a qualified First Aider until the child recovers or until the authorised adult arrives to collect the child. If the child suffers from vomiting or diarrhoea, the authorised adult will be asked to collect the child immediately.

Any child who is not well enough to participate in normal daily activities should be kept at home.

If a child suffers a trauma whilst attending the program Emergency First Aid will be provided by a qualified First Aider on the premises and emergency attention will be sought immediately. Notice of the incident will be given to the Parent as fast as practicably possible and that of any treatment, services or arrangements which have been made. If required, an ambulance will be called at the discretion of AU Sport staff.

**What should I do if my child is diagnosed with a communicable disease during the program?**

If a child is diagnosed with a communicable disease whilst attending the program the parent/guardians must notify AU Sport immediately. The child will need to be excluded from the School Holiday Program for the period stated in the 'recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres' (National Health and Medical Research Council, December 2005, 4th edition). Families attending the School Holiday Program will be emailed if there are cases of an infectious disease.

**Can I send someone to pick up my child from the AU sport School Holiday Program?**

We insist that children are signed in by the authorised parent/guardian. It is the responsibility of the parent/guardian who enrolled the child to provide written authorisation for the child to leave the premises with another adult. The coach may insist on personal identification (such as a current driver's licence) if the person collecting the child is different to the one who signed the child in.

**Can my child bring their own activities to play with during breaks?**

Please make sure children do not bring personal belongings of value (e.g. technology, swap cards, dolls etc.). We would like to avoid any loss, damage and sharing incidents with other children.

**Who can I contact if I have any additional questions?**

E. [emma.rainsford@adelaide.edu.au](mailto:emma.rainsford@adelaide.edu.au)

P: (08) 8313 5403