



Additional Needs Policy – Holiday Camps

Policy Statement

At PGL we are continually working to enable all guests to enjoy the many benefits of our holidays and to give every child the best experience possible. If your child has additional requirements, we will be pleased to discuss this with you prior to booking a holiday camp. To make a fair assessment of service provision and identify appropriate resources in relation to access, holiday programming, successful participation and health and safety, we require that you provide us with as much information as possible prior to confirming a booking.

Please note: We are only able to take responsibility for arrangements that have been discussed and agreed with us in advance.

Scope

This policy applies to all PGL staff, children, families, and visitors of PGL Kindilan.

The term 'additional needs' is used within this policy to describe children who may need or require specific considerations or adaptations to participate in our programs. We acknowledge that additional needs may be temporary or permanent and require different responses.

Additional needs can result from:

- Behavioural, Social and Emotional conditions
- Disability
- Dietary requirements
- Religious requirements
- Cultural requirements

Behavioural, Social and Emotional Conditions

PGL recognises that there is a full spectrum of behavioural traits and that most do not impact a child's participation, however, we require all participants to conform to our Code of Conduct, and we reserve the right to exclude anyone whose behaviour is unacceptable.

Before booking, you must have read and understood the 'your responsibility' section of our Terms and Conditions; available at <https://www.pgladventurecamps.com.au/holiday-camps/>

When considering the suitability of a PGL holiday, please remember that your child is coming into a residential setting, sharing with other guests, and undertaking activities that require compliance with rules and procedures to ensure their safety. Their actions must not jeopardise the health, safety, and enjoyment of themselves, other guests, and our staff.

Before booking, our staff will be happy to discuss your child's requirements with you and make an initial assessment of the suitability of our holidays and whether the environment is appropriate. We will then send you a questionnaire to gather further information – we ask that you are as comprehensive and open as possible in the information you supply. The completed questionnaire is then reviewed and passed to the centre team ahead of the guest's arrival.

Every guest must be able to participate in all activities within our staffing ratios, we are unable to provide anything over and above our standard supervision of 1:15 and therefore we would not recommend our



holiday camps for any child that requires additional care/supervision at a greater staffing ratio. Although our staff receive 'in house' training in dealing with and managing a wide spectrum of behaviors, they are not specialists in neurodiversity, and/or complex emotional or social needs.

Please note that no refunds will be considered for those sent home for behavioural reasons and a booking exclusion of 12 months will be applied.

If you feel a setting with more specific support or higher levels of staffing ratios would be more appropriate, these can be found through the Australian Camps Association (ACA) <https://auscamps.asn.au/>

Disability

The main areas to consider regarding disability are independent pastoral and personal care (including personal hygiene), access to all necessary domestic facilities; access to sufficient activities (where relevant); and the physical ability to participate safely and enjoyably in as much as possible of the activity program provided.

If your child has any additional needs relating to disability, please let us know before completing your booking. We may provide you with an Additional Needs Form to complete and return so that we can understand their requirements. Using the information you provide, our team, together with the Centre Manager, will carefully review and assess how we can best support your child. Once we are confident that we can meet their needs, we will confirm in writing with you that the booking can go ahead.

If your child requires additional equipment to meet day-to-day living requirements other than those already provided, we may ask you to hire this locally. Where agreed in advance, PGL will provide the equipment required to facilitate participation in PGL activities where possible. However, PGL cannot provide personal carers or assistance with personal hygiene, and on adventure holiday camps where children travel independently, having an adult in the group would change the nature of the experience for others. Therefore, it is not always reasonable or practical for a carer to attend to support a child.

Dietary requirements

At PGL centres, we can deliver catering provisions for most dietary requirements as specified by culture, religion, and medical concerns. We regularly provide meals for a wide variety of needs, including coeliac, Halal, nut-free or dairy free, vegetarian, and vegan, but we do not cater for weight management programs. Information relating to dietary requirements should be provided using the Guest Medical Information Form, which will be emailed to you after booking.

For severe allergies or more complex dietary requirements, we may need up to 4 weeks' notice, and we may recommend a discussion with the catering manager ahead of the holiday to further discuss the requirements.

Religious requirements

We will be pleased to support any child's needs to opt out of our programs on religious grounds, for example, if an activity or event is felt inappropriate, to pray or for any other purpose confirmed by a parent or guardian. Choosing to opt-out may mean that your child may need to temporarily join another group for an alternative activity or event, if practical, within our staffing ratios.

The facility to attend a religious ceremony will depend on its availability in the locality of the PGL centre. Any child needing to attend such events would need to be collected by their parents or guardian.



Religious Headwear Guidelines:

This policy covers all headgear worn for religious or race reasons (as defined by The Equal Opportunity Act 2010 (VIC) and the Anti-Discrimination Act 1991 (QLD)).

PGL's use of a helmet in many activities is to protect children from minor bumps, however, when participating in abseiling, raft building and crate stack activities helmets are required, and your child must choose to either wear the helmet provided or not participate in the activity.

If the headgear can be worn with a helmet over the top, provided the helmet is still performing its designed function and the headgear is not changing the shape of the head or creating lumps or irregular pressure points, then this is permitted.

If your child requires a private space in which to remove their religious headgear and put the helmet on, we will provide this space, along with appropriate fitting instructions. Fitting should be checked carefully and sensitively by the instructor once on the head and before participation in the activity.

Cultural requirements

We will attempt to assist children with cultural needs, e.g., special dress code or special domestic arrangements, where the adjustments required to standard arrangements are reasonably practicable and do not represent a health and safety risk.

Regarding any of the above-mentioned requirements, we recommend that prior to making your booking, you speak with one of our team who can provide you with information and advice specific to your child's needs.

Summary

Below is a step-by-step guide to servicing a child's additional needs. Some of the following points may not be relevant to your child:

- We request that you advise us of any additional needs at the enquiry stage.
- We will ask you to provide full details of the additional needs in writing. This may involve completing an Additional Needs Form for us.
- Where necessary we will discuss details and options with you over the phone.
- We will confirm what level of service we can provide and what is required from you.
- We ask you to confirm acceptance in writing, so that the additional arrangements are included as part of the booking and won't be overlooked.

Definitions

Additional Needs	A term used within the policy to describe children who may need or require specific considerations or adaptations
ADHD	Attention Deficit Hyperactivity Disorder. Key features are inattention, distractibility, hyperactivity, and impulsivity, and it may also be linked to other co-occurring mental health conditions.

Autism	Autism is a condition that affects how a person thinks, feels, interacts with others, and experiences their environment.
Adjustments	Actions taken that enable a child with additional needs to participate in the holiday camp in the same or similar way to their peers.
Carer	A person who provides regular care and support to another.
Child or children	A person who is under the age of 18yrs.
Code of Conduct	A set of rules or practices that establish a standard of behaviour to be followed by individuals and organisations. A code of conduct defines how individuals should behave towards each other and towards other organisations and individuals.
Dietary requirements	Where a person cannot select foods freely from the main choices available.
Severe allergy	A reaction that would result in a medical emergency.
Pastoral Care	Ensure the physical and emotional welfare of a person
Personal Care	Relates to daily personal tasks including; personal hygiene, washing, showering, bathing, dressing, feeding and toileting.

Related Policies

- Code of Conduct
- Privacy Policy
- Safeguarding Policy

Related Legislation

- Children, Youth and Families Act 2005 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Human Rights Act 2019 (QLD)
- Child Safe Standards (Vic)
- Child Protection Act 1999 (QLD)
- Equal Opportunity Act 2010 (VIC)
- Anti-Discrimination Act 1991 (QLD)

Policy Review

Director Signature:		Endorsement Date:	16 October 2025
Nominated review period:	Annually (or upon the implementation of updated operating procedures)		
Next review date:	16 October 2026		