

Be inspired...



INFORMATION PACKAGE

Updated 10 March 2019

**Group Accommodation/Retreat Facilities
Leadership Development Programs
School Outdoor Education Programs
Professional Catering or Self-Catering**

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**3510 Nerang-Murwillumbah Road
Natural Bridge QLD 4211**

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**Bornhoffen PCYC is a member of the
Queensland Outdoor Recreation Federation (QORF)
Outdoor Educators Association of Queensland (OEAQ)
Australian Association for Bush Adventure Therapy (AABAT)
and Land For Wildlife**

Acknowledgement of Country

Police-Citizens Youth Clubs Queensland would like to acknowledge and pay our respects to the Yugambeh people, the traditional custodians of the lands on which PCYC Bornhoffen is placed and their continuing connection to the land, sea and community. We also acknowledge and pay our respects to Elders, past and present.



**PCYC Bornhoffen is owned and operated by Police-Citizens Youth Clubs Queensland
PCYC is a registered charity and non-profit community organisation**

Be inspired...

Bornhoffen is PCYC's Leadership Development Centre located at Natural Bridge in the Gold Coast hinterland.

Police-Citizens Youth Clubs Queensland (PCYC) is a not for profit, community organisation. PCYC Bornhoffen has been built by the community for the benefit of young people and the community. We receive no operational funding from government and rely on earned income, fundraising, grants and donations to provide and improve our services.

Police-Citizens Youth Club's Vision is building safer, healthier communities through youth development.

PCYC Bornhoffen's purpose is to inspire young people to be self-aware, to build their social skills and to contribute positively to their community.

We work in partnership with schools and community organisations to deliver leadership development programs at Bornhoffen or any place in Queensland. These programs use adventure-based and experiential learning to achieve personal development and group development outcomes. Our program staff are very flexible and will design a program specifically for your goals, age group and budget.

Our two group accommodation centres at our spectacular mountain property are available for use by schools, community organisations, special needs groups, churches, clubs and family groups. Our venues are named after nearby mountain peaks within the McPherson Ranges.

Wagawn - for up to 120 people

Hobwee - for up to 72 people

or book both venues for up to 192 people.

If you need to accommodate a larger group, please contact us to discuss your needs.

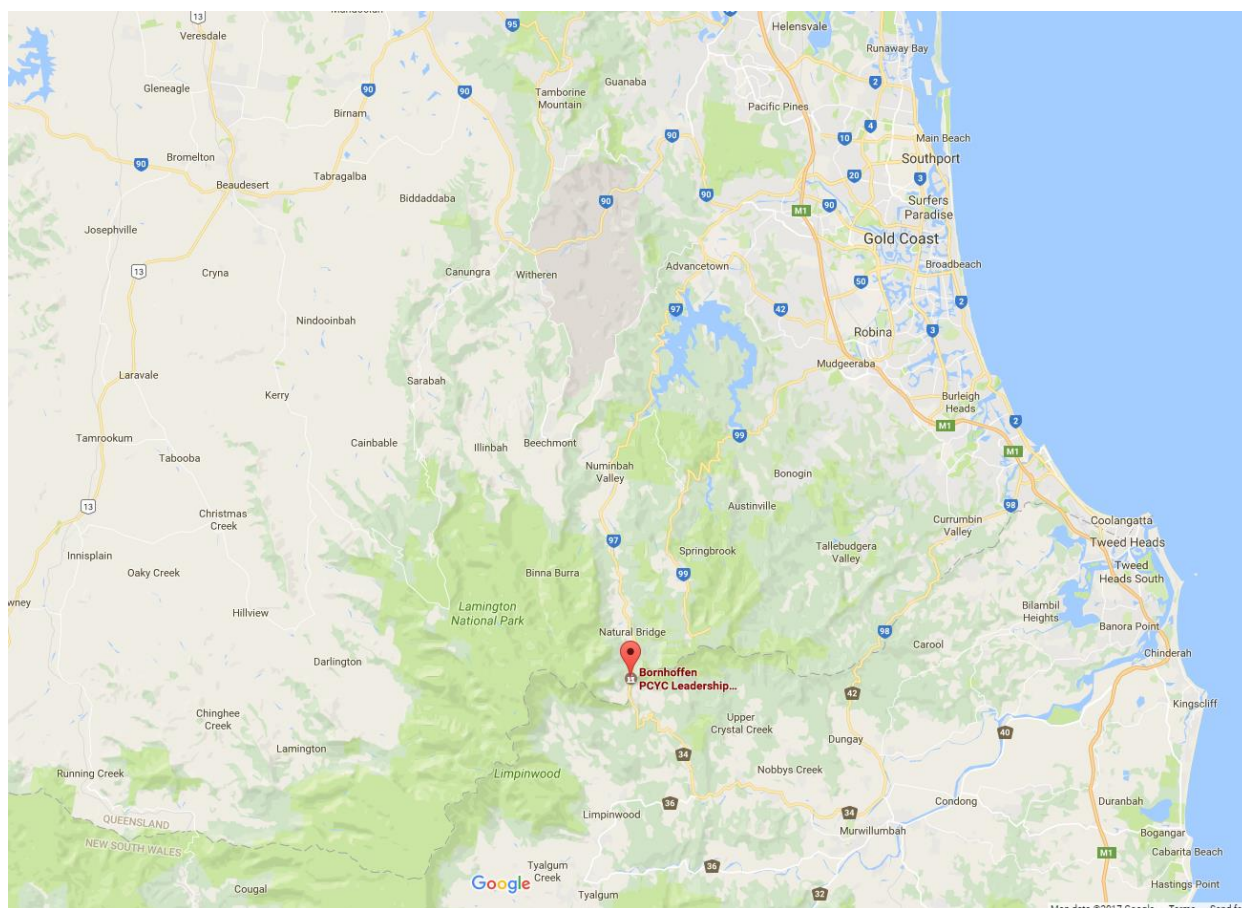
You have the option of healthy and tasty **professional catering** by our catering team or **self catering**.

Our venue is in a spectacular and inspiring setting – you will feel a world away from the distractions of the city...we're only 35 minutes from the M1 at Nerang and less than 90 minutes from the Brisbane CBD.

PCYC Bornhoffen is one of the best places in south east Queensland for school camps, retreats, conferences, community groups, social groups, youth groups, clubs or special interest groups.



Locality Map

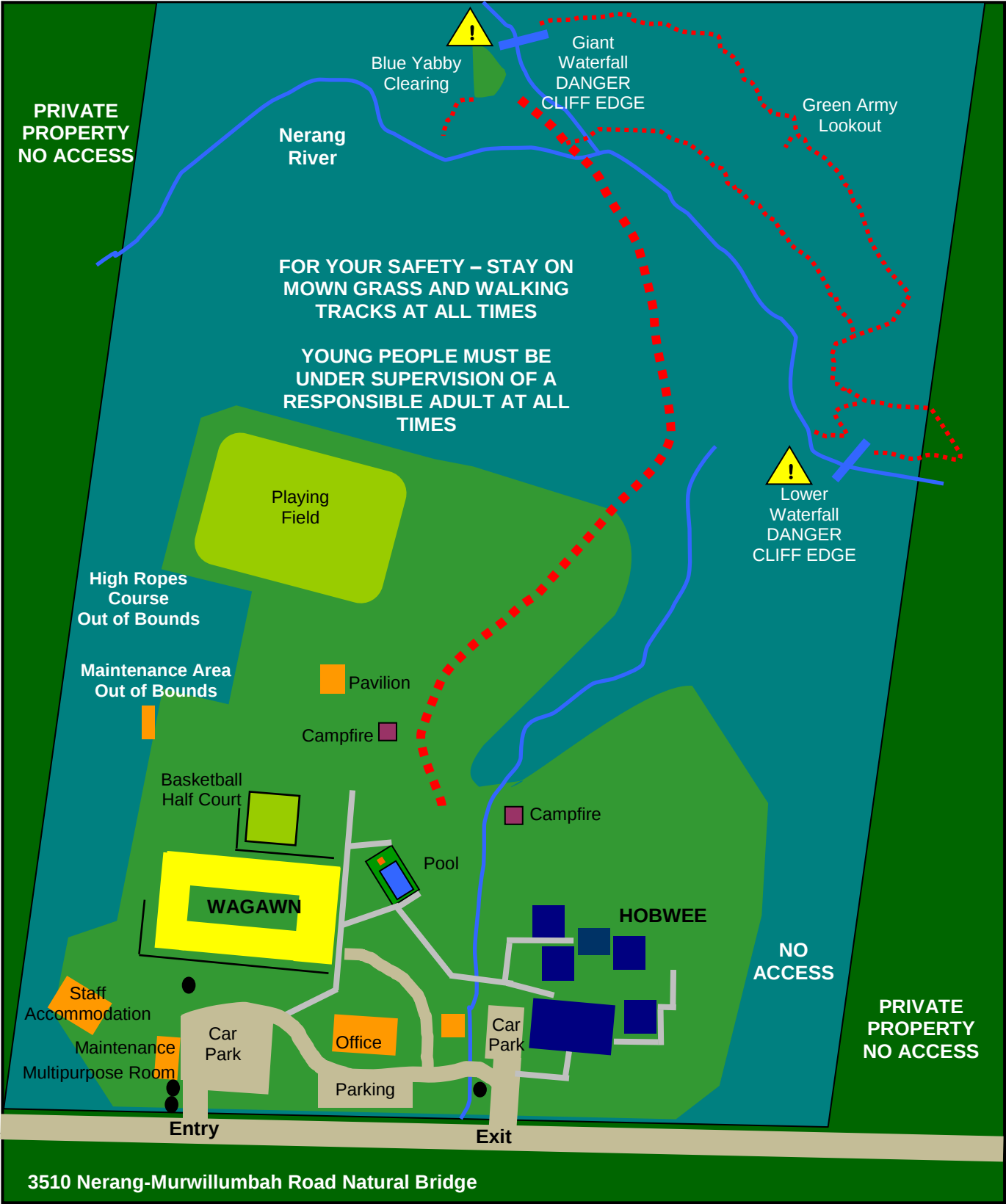


If using Google Maps or other phone based GPS, you may lose mobile signal depending on who your mobile service is with – Telstra is usually okay, other services may be limited or out of range.

From M1 Pacific Motorway – heading south from Brisbane to Gold Coast

- Take Southport Nerang exit (Exit 69)
- At traffic lights, turn right onto Price Street. Continue straight ahead on this road through the built up area of Nerang. This road changes its name to the Nerang-Beaudesert Road (Route 90)
- Pass Beaudesert turnoff on right (Mount Nathan Road) – signed to Canungra
- You are now on Route 97 – Nerang-Murwillumbah Road and it is approximately 35 kilometres to Bornhoffen from here.
- *Note: Gold Coast City Council rural lot numbers appear at entrances to properties – they are on a short pole with white numbers on a black background. Bornhoffen is **3510 Nerang-Murwillumbah Road**. This means that it is 35.10kms from the beginning of the road. You can keep track of your progress as you drive towards Bornhoffen by keeping an eye out for these lot numbers*
- Pass the turnoff for the Beechmont Road on right (turnoff for Binna Burra)
- Pass the Hinze Dam turnoff on your left - this section of the road is quite hilly and windy – take care
- Pass Springbrook turnoff (Pine Creek Road) on left
- Pass through the tiny township of Numinbah (School of Arts hall on right)
- Pass Numinbah Correctional Centre on right
- Pass the Natural Bridge National Park turnoff on left
- **Bornhoffen is on your right approximately 2.5kms past the Natural Bridge turnoff**
- **Ignore the first driveway you see – this is the EXIT ONLY**
- **Continue 100 metres to the ENTRY signed BORNHOFFEN PCYC**
- **If you reach the New South Wales border, you have gone too far. Turn around and drive back 1km**

Bornhoffen Site Map



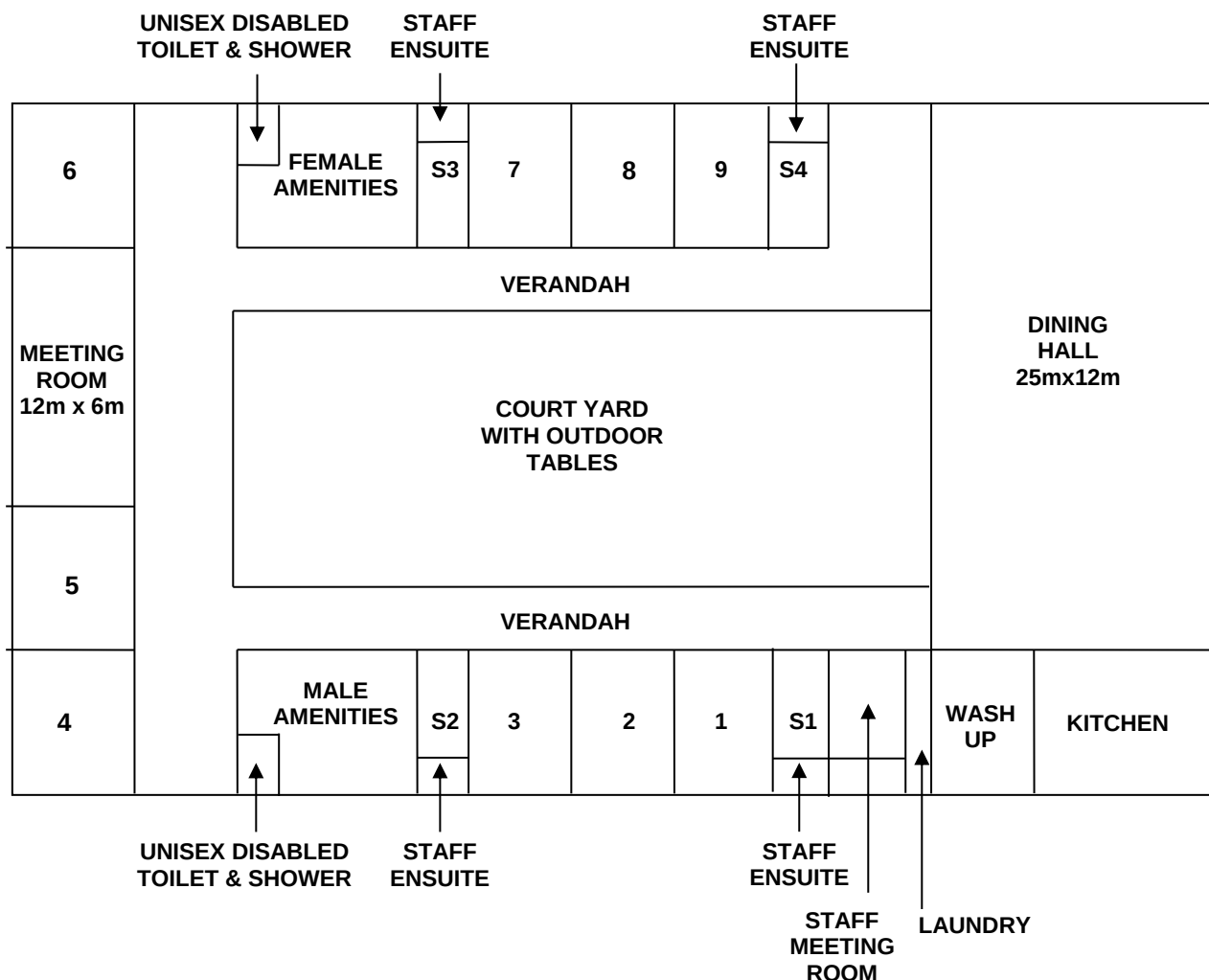
- Wagawn
- Hobwee
- Other Buildings
- Fireplaces
- Walking Tracks
- Road/Car Park
- Pedestrian Path
- Watercourse



Building Plan – Wagawn

Wagawn is perfect for larger groups of 60 to 120 people. All rooms open onto verandahs and a central courtyard which was upgraded in 2011. Leaders like the ease of supervision with your whole group located in one building. There is a large dining/meeting hall with stage plus an additional smaller meeting room.

Four new staff ensuite toilets and showers were constructed in 2014.



Total capacity is 120 people

Rooms 1-9 have twelve beds each (6 x double bunks) – all rooms have 1 x double power point

Rooms S1-S4 are staff rooms and have three single beds each

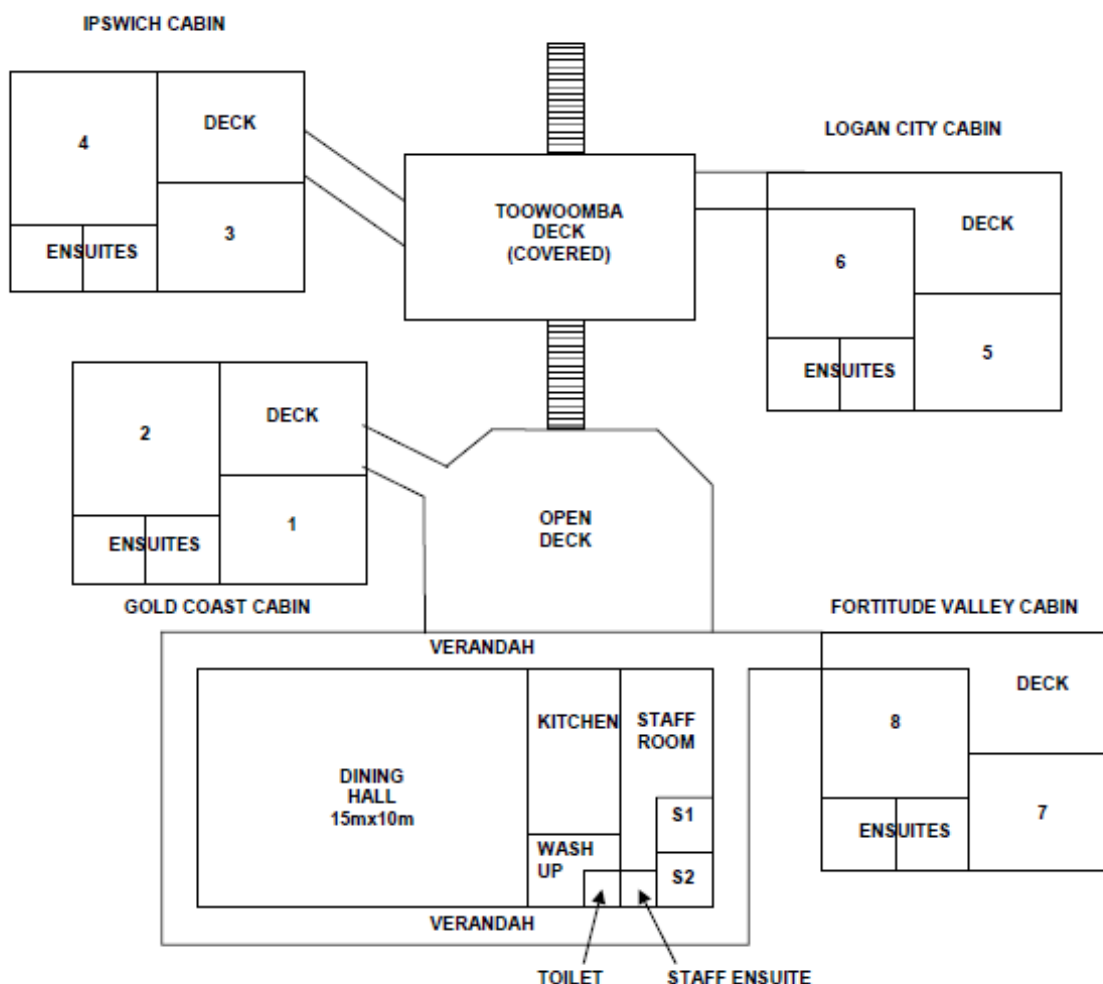
Each staff room has an ensuite shower and toilet

Each staff room also has a desk, storage cupboard and 3 x double power points

**The new staff ensuites were constructed in 2014
funded by a grant from the Jupiters Casino Community Benefit Fund**

Building Plan - Hobwee

Hobwee is perfect for smaller groups up to 72 people. All cabins have ensuite toilet and showers. The cabins are joined by central decks and bridges which have great views and create shared spaces. All cabins have their own private deck. The dining room has an open fireplace and there is a staff meeting/lounge area for teachers or leaders. Gold Coast and Fortitude Valley cabins have accessible toilet/showers.



Total capacity is 72 people

Each cabin has two rooms with eight beds in each (4 x double bunks) except room 2 (Gold Coast Cabin) & room 4 (Ipswich cabin) which have ten beds (5 x double bunks) Each room has an ensuite toilet and shower - all rooms have 1 x double power point

Rooms S1 and S2 are staff rooms and have two single beds each
There is also a staff toilet and shower – each room has 1 x double power point

**The cabins and deck are named after PCYC Clubs who provided financial assistance to help redevelop Hobwee in 1998.
The Variety Club of Queensland and Jupiters Casino Community Benefit Fund were also major contributors to this redevelopment**

Facilities

AVAILABLE FOR USE AT NO ADDITIONAL CHARGE

- Four hectares of well maintained lush green grass and native gardens
- Half Basketball Court (with floodlights)
- Playing Field
- Walking Tracks to river, waterholes, waterfalls and lookouts
- Swimming Pool (with floodlights)
- Sports equipment
- Spectacular mountain scenery

AVAILABLE AT ADDITIONAL CHARGE

- Pavilion – extra 8m x 8m indoor meeting space (carpeted) – building adjacent to playing field
- Multipurpose Room – extra 7m x 6m indoor meeting space – this is adjacent to our maintenance workshop and was previously the Bornhoffen office.
- Outdoor campfire areas – fire wood supplied (charge applies) or you can bring your own (no charge)

Visit www.bornhoffenpcyc.org.au to view photo galleries of venues, facilities and activities

Rainforest Habitat Restoration

PCYC Bornhoffen is a Land for Wildlife property and nature reserve.

The property is adjacent to the Lamington and Springbrook National Parks which are part of the World Heritage listed Gondwana Rainforests of Australia.

The property provides habitat and protection for a number of threatened native plant and animal species.

PCYC has been undertaking weed control rainforest habitat restoration since 2007. We are currently undertaking grant-funded projects to engage with volunteers to assist with this work.

If your group is interested in making a positive and practical difference for the natural environment, please contact our friendly staff team on (07) 5533 6154 or email bornhoffen@pcyc.org.au



Leadership Development Programs

PCYC is all about youth development.

We work in partnership with schools and community organisations to deliver **leadership development programs** at Bornhoffen or any place in Queensland.

These programs use adventure-based and experiential learning to achieve personal development and group development outcomes.

Our programs staff are very flexible and will design a program specifically for your goals, age group and budget. We will provide a written proposal and costing on request.

Bornhoffen PCYC's Leadership Development programs help to build young people's personal and social capability.

Self-awareness

- recognition of emotions
- self-knowledge
- self-perception
- self-worth
- reflective practice.

Self-management

- appropriate expression of emotions
- self-discipline
- goal setting and tracking
- working independently and showing initiative
- confidence, resilience and adaptability.

Social awareness

- empathy
- appreciating diverse perspectives
- contributing to civil society, advocacy for and service to others
- understanding relationships.

Social management

- communication
- working collaboratively
- decision making
- conflict resolution and negotiation
- building and maintaining relationships
- leadership.

Bornhoffen Catering - Example Menu

**Our Catering Coordinator will plan a menu suitable for your particular group.
Here are some of the menu items which may be included during your stay.**

BREAKFAST

All breakfasts are served with Cereal, Fruit Platter, Fruit Juice, Toast & Spreads

Bacon & Eggs with spaghetti
Pancakes with Bananas and Maple Syrup
Croissants with Ham and Cheese
Croissants, Danishes and Fruit Toast
Chipolatas with Baked Beans and Eggs

LUNCH

Cold Meats and Salad Buffets
Pizzas with Garden Salad
Chicken Burritos with Salads and Sour Cream
Bornhoffen Burgers
Stuffed potatoes in their jackets
Ham & Salad Rolls, Popper, fruit (packed lunch option)

DINNER

Chicken Schnitzel with potato salad, garden salad and dinner roll
Roast of the Day with Roast Potatoes, Steamed Vegetables, Gravy and Dinner Roll
Lasagne with Garden Salad
Stir fry vegetables chicken or beef with Rice and Flatbread
Burritos with rice, salsa, salad and sour cream
Curry with Rice, Vegetables and Flatbreads
Fettucine with Smoked Chicken, Mushroom Sauce and Salad

DESSERT

Pavlova with Fruit and Cream
Apple Crumble with Warm Custard
Sticky Date Puddings with Butterscotch Sauce and Ice Cream
Chocolate Mud Cake with Cream
Ice cream Sundae

Morning and afternoon teas are complimentary.

An assortment of freshly baked goods are served for morning and afternoon tea.
These may include Lamingtons, Scones, Assorted Muffins, Chocolate Brownies, Muesli Slice or Banana Cake.
Water, cordial & seasonal fruits are served with morning and afternoon tea.
Take away morning and afternoon teas can be provided.

Please inform us if someone in your group has a birthday while you are staying with us

PLEASE NOTE: Special dietary requirements can be catered for. If you have particular meals that you would like to request, please contact us to discuss your needs.

**We require final numbers of people and special dietary requirements
seven (7) days prior to your service**

The majority of our meals are made utilising fresh local produce. Our menu is devised to allow inclusion of most dietary conditions for our main meals – with just a little tweaking.

Morning & Afternoon Teas are freshly baked on our premises. We cook a range of cakes, biscuits, muffins, slices & scones. Also remember to advise staff of any birthdays during the camp to ensure cakes can be baked.

We offer **takeaway morning & afternoon teas and also takeaway lunches**. Please advise at time of booking if your group requires this service. You will need to bring your own eskies etc. if you require a takeaway meal on your final day. Bornhoffen Catering has a procedure in place to ensure food quality is maintained in transit.

Special Dietary Requirements

We cater for **special dietary needs** on a daily basis. Our staff takes pride in providing for the needs of special diets, so, whether our clients are vegans or vegetarians, need gluten free, lactose/dairy free diets, have allergies to nuts, soy, etc., we will ensure their needs are met. Please note that **soy milk** is provided for lactose/dairy free.

We cater for allergies, intolerances and lifestyle choices. We are nut and food allergy aware – we use our best efforts to avoid cross-contamination of foods but we cannot guarantee food or facilities free of any allergen.

Please indicate the level of risk involved in the dietary requirement:

LEVEL 1 RISK – life threatening allergic reaction / anaphylaxis

LEVEL 2 RISK – medical condition e.g. coeliac, mild to moderate allergic reaction to foods

LEVEL 3 RISK – intolerance / discomfort such as stomach ache after consuming certain foods or drinks

LEVEL 4 RISK – lifestyle or religious choices

Where a person has a LEVEL 1 RISK – LIFE THREATENING CONDITION / ANAPHYLAXIS, they should:

- Bring at least two Epipens (because of our remote location)
- Bring an ASCIA ANAPHYLAXIS ACTION PLAN which has been completed by a Medical Practitioner
- Consider the option of bringing their own pre-cooked/pre-prepared food in sealed plastic containers which can be refrigerated and prepared on-site.

If you, or a parent/guardian, are concerned about dietary needs, please feel free to discuss with our Catering Coordinator.

Self-Catering Policy

PCYC Bornhoffen allows for self-catering because it can be a valuable part of your camp experience, has educational benefits and helps to keep experiences more affordable for some groups. An additional fee is charged per person per night to contribute towards kitchen equipment and operating costs.

The following conditions apply:

- **PCYC BORNHOFFEN IS A NUT AND ALLERGEN AWARE SITE – no nuts or food containing nuts should be brought on this site – this includes peanuts, peanut butter/peanut paste, satays, muesli bars/chocolate containing nuts and other nut products. Even if your group has no one with a nut allergy, this condition still applies. It helps us to reduce the possible risk of contamination of kitchen utensils/pots, cutlery etc. for groups that visit after you.**
- **However, we cannot guarantee that the site is 100% nut-free.**
- Self-catering is only permitted by bona fide volunteers, teachers, parents or helpers.
- Outside contract caterers are **not** permitted to provide catering on a commercial basis at Bornhoffen.
- A kitchen use fee applies for self-catering groups. This fee contributes to the cost of maintaining and upgrading our catering facilities and equipment.
- **All self-catering groups are 100% responsible for the maintenance of safe food transport, food storage, food handling and preparation as well as identifying and managing risks within the commercial kitchen.**
- For groups of 60 or more people, the person coordinating catering must have obtained and provide documentary evidence of a food handling certificate 30 days prior to arrival at Bornhoffen. It is the Group Coordinator responsibility to ensure this requirement is met and documentary evidence is forwarded to Bornhoffen.
- For groups of less than 60, the person coordinating catering must have a sound understanding of safe food handling principles. We strongly recommend that the person coordinating catering has obtained a food handling certificate.
- Please note that the combi-therm ovens in the Wagawn kitchen are not available for use by self-catering groups.

Prices 2019 and 2020

Bornhoffen Services	2019	2020	
BORNHOFFEN VENUE			
Accommodation and Facility Use (groups using Bornhoffen Catering)	\$26.50	\$27.30	per person per night
Accommodation and Facility Use (Self-Catering groups – includes commercial kitchen use fee. Please note this is a nut free environment – no nuts can be used in the kitchens)	\$29.50	\$30.30	per person per night
Price includes • bunk-style accommodation • use of dining room • use of all crockery/cutlery • shared use of grounds, pool, basketball court, playing field and walking tracks Arrival time strictly from 10am Mon-Thu/from 4pm Fridays Departure time strictly by 1pm unless varied prior in writing Minimum charge 2 nights (3 nights on public holiday weekends) Please contact us if you require a single night stay (different charge applies) Children 0-5 years no charge as long as minimum charge met Wagawn - minimum charge 60 people per night Hobwee – minimum charge 30 people per night Total Venue (Wagawn and Hobwee) – minimum charge 120 people per night			
Additional services (optional)			
Day Visitors	\$5.00	\$5.00	per person per day
Pavilion Room Hire (extra 8m x 8m indoor meeting space)	\$75	\$75	per day
Multipurpose Room Hire (extra 7m x 6m indoor meeting space)	\$75	\$75	per day
Outdoor Campfire Wood	\$60	\$60	per campfire
Extra Indoor Firewood	\$30	\$30	per wheelbarrow load
Data projector hire (subject to availability)	Included	Included	
Late departure or early arrival (pre-arranged)	\$110	\$110	per hour
Wagawn cleaning fee (pre-arranged)	\$350	\$350	for your group to remove requirement to undertake standard cleaning tasks on departure
Hobwee cleaning fee (pre-arranged)	\$250	\$250	

All prices include GST
Prices are correct when printed but are subject to change

Prices 2019 and 2020 continued

Bornhoffen Services	2019	2020	
BORNHOFFEN CATERING			
School and Community Group Menu			
Primary School (6-12 years) Teachers/adult leaders accompanying a primary school group are charged at primary school rate	\$12.90	\$13.30	per person per meal
High School and Adults (13 years and over) For groups where there is range of ages, you will be required to provide a breakdown of 0-5 year olds, 6-12 years and 13 years-adult when providing your final numbers seven days prior to your stay Based on minimum charge 30 people x 6 consecutive meals Includes morning tea, afternoon tea and supper at no additional charge – group is responsible for assistance with serving, dishwashing of plates/cutlery/cups and keeping dining room clean – a quote can be provided if you need these tasks done by Bornhoffen staff	\$14.00	\$14.40	per person per meal
Additional services (optional)			
Three course meal – Soup/roll, roast, three roast vegetables and sticky date pudding	\$17.50	\$18.00	per person per meal
Indian curry buffet – three different curries, rice, pappadums, yoghurt, naan bread	\$17.50	\$18.00	per person per meal
Cheese/dips platter for 4 people (please order in advance)	\$22.00	\$22.50	per platter
Dish washing of plates, bowls, cups and cutlery by Bornhoffen staff (must be pre-booked)	POA	POA	POA=Price on Application
Please enquire about other catering and meal options – we are very flexible and will provide a price on application	POA	POA	POA=Price on Application
LEADERSHIP DEVELOPMENT PROGRAMS			
Program proposal available on request We need the following information to design a suitable program: - desired learning outcomes or goals you want to achieve - expected group size - age of participants - preferred duration of program (half day, full day, multi day)			

All prices include GST

Prices correct when printed but subject to change

What We Supply

- All crockery, cups and cutlery
- Commercial dishwasher (chemicals are supplied)
- Well-equipped commercial kitchen (dishwashing liquid & pot scrubbers are provided)
- Digital television and DVD player
- Whiteboard (bring your own whiteboard markers)
- Projector screen (fixed in each dining room)
- Washing machine and clothes dryer
- Gas BBQ (LPG gas is supplied)
- CD player (available on request)
- Cleaning materials (eg. mops, brooms, spray disinfectant, chux cloths)
- Toilet paper and hand soap
- Portable PA system, microphone and data projector available on request
- Key to lock cabins (issued to Group Coordinator on request)

What Your Group Supplies

- Group first aid kit appropriate for your group size, activities and training
- Staff member with a current first aid qualification – it is a requirement that an adult (18 or over) with current resuscitation certificate (in last 12 months) supervises use of the swimming pool or waterholes
- Sporting and activity-specific equipment
- Whiteboard markers
- **If self-catering only:**
 - all food/consumables for kitchen plus tea towels
 - our kitchens/dining rooms have a **NO NUTS OR NUT PRODUCTS POLICY**
 - food handling certificate (for groups of 60 people+)

What to Bring

- **Every person must bring a single fitted sheet to be placed on their mattress**
- Pillow and pillow case
- Blankets or warm sleeping bag (it can be cold any time of year)
- Warm clothing (it can be cool in the mountains any time of year)
- Enclosed footwear
- Personal toiletries
- Raincoat
- Towel
- Torch

Local Attractions

Chillingham Banana Cabana and Bush Tucker Farm – (02) 6679 1022

www.chillinghambushtucker.com.au

Chillingham Village Store – approx 10km south in NSW (02) 6679 1201

Chillingham Village Markets – 2nd Sunday each month - www.chillingham.org.au

Hinze Dam Educational Tours – run by SEQ Water – for more information phone (07) 3035 5570 or email education@seqwater.com.au

Lamington National Park – 50 minutes drive to Binna Burra – one of the most extensive walking track systems in Australia through World Heritage rainforest – www.npsr.qld.gov.au/parks/lamington

Natural Bridge Section – Springbrook National Park – approximately 2.5km from Bornhoffen – walking along road not recommended – see page 23 - www.npsr.qld.gov.au/parks/springbrook

Numinbah Adventure Trails – horse riding www.numinbahtrails.com (07) 5533 4137

Providence Farm Beechmont – group dairy farm tours by arrangement – Greg McKenzie 0419 737 295

Springbrook National Park – 30 minutes drive to Purlingbrook Falls, lookouts, waterfalls and an extensive walking track system - www.npsr.qld.gov.au/parks/springbrook

Springbrook Observatory – (07) 5533 5055 www.springbrookobservatory.com.au

Tweed Regional Gallery and Margaret Olley Art Centre – 35 minutes drive to Murwillumbah (02) 6670 2790 <http://artgallery.tweed.nsw.gov.au/>

Wollumbin National Park (Mount Warning) NSW – approximately 45-50 minutes drive www.nationalparks.nsw.gov.au/visit-a-park/parks/wollumbin-national-park

Gold Coast Attractions

We provide quality group accommodation in a quiet, rural setting well away from the distractions of the Gold Coast - around 45 minutes to 1 hour's drive from Gold Coast beaches, Surfers Paradise, Byron Bay and other attractions including:

Australian Outback Spectacular – www.outbackspectacular.myfun.com.au

Currumbin Wildlife Sanctuary – www.cws.org.au

Dreamworld – www.dreamworld.com.au

Movieworld – www.movieworld.com.au

Seaworld – www.seaworld.com.au

Wet and Wild Water Park – www.wetnwild.com.au

Duty of Care and Group Management

Your group has responsibility for supervision and duty of care for your group members at all times including during travel to/from Bornhoffen, during meal times, during free time and overnight.

Where PCYC Bornhoffen staff are engaged to provide a structured Leadership Development program, we work in partnership and this duty of care is shared during supervised program time.

Alcohol Policy – alcohol is permitted for consumption by adults (over 18 years) in moderation at Bornhoffen provided the adults have no duty of care for young people. The Group Leader remains responsible for the behaviour of all group members.

Behaviour - the Group Leader is responsible for the conduct of their group members during their stay at Bornhoffen.

Breakages / Damages - please report any breakages or damage to the Bornhoffen staff member on duty immediately. It is our policy to charge your group for all breakages or damages.

Furniture - beds and other furniture should not be moved around the rooms. Mattresses are not to be put on floors or taken out of rooms. Please do not drag tables and chairs across the dining hall. For safety, if any tables or furniture is damaged or broken, please report this immediately to Bornhoffen staff.

Land for Wildlife – Bornhoffen is a conservation area - all plants and wildlife are protected – activities must have a minimal impact on the natural environment – e.g.. breaking branches off trees to make improvised shelters would not be permitted.

Noise - in consideration of our neighbours and others users, we request that noise (**especially amplified music**) be kept to a minimum before 7.00am and after 10.30pm at night.

Smoking Area - smoking is only permitted in the designated outdoor smoking area which is located next to the internal bitumen road between Wagawn and Hobwee near the letterbox. Please take extreme care and ensure cigarette butts are completely extinguished and disposed of in the tin provided.

Safety

PCYC Bornhoffen provides facilities for use by schools and community groups. We do our best to provide a safe environment. However, our property has all of the inherent risks that would usually be encountered on a rural property.



Adventure-based activities – no adventure-based activities (eg. abseiling, off track bushwalking) are permitted to be run at PCYC Bornhoffen without prior express approval of management. Please discuss your request well in advance (at least one month prior).

Candles or incense - not permitted in cabins under any circumstances. Not to be used on site without prior approval from management due to fire risk and wax spillage.

Electric or gas heaters are not permitted at Bornhoffen because of their very high electricity usage and/or potential fire risk.

Child Protection

- All Bornhoffen PCYC staff are required to undertake a Working With Children Check and hold a Blue Card issued by the Queensland Government.
- Organisations using the venue should ensure that they are aware of their own obligations regarding the requirement for staff and volunteers to hold Blue Cards. It is your organisation's responsibility to ensure that child protection issues are considered during the planning and delivery of your program.
- For more information about child protection, please visit www.bluecard.qld.gov.au or telephone the Blue Card Services on 07 3211 6999 or 1800 113 611 (Free call)

Emergency Procedures

- The Group Leader is the designated Fire Warden for their group.
- The Group Leader should communicate evacuation and lock down procedures on the first day of their camp so that all group members are aware of procedures.
- Fire extinguishers and fire blankets are located in key areas around the venue – see the emergency evacuation plan for their specific locations.
- The emergency assembly area is the car park. The Group Leader must check their campers against their attendance list.
- Call 000 immediately.
- Report all emergencies and/or fires immediately to Bornhoffen staff.
- We have designated lock down areas in each venue and Group Leaders are briefed on arrival.
- Our location is:
Bornhoffen PCYC
3510 Nerang Murwillumbah Road
Natural Bridge QLD 4211
(2.5 kms past Natural Bridge National Park turn off)

First Aid - Bornhoffen staff have first aid training but the main responsibility lies with your group. You are required to supply a first aid kit appropriate for your level of training and the size of your group and have an adult staff member designated as responsible for first aid.

Nut allergen aware site - no peanuts, peanut butter or any nut products to be taken into or consumed in the kitchen or dining room.

Out of Bounds Areas

- Visitors to Bornhoffen are requested to stay within the mown grass areas and on the formed walking tracks.
- Please do not cross any fences or gates as you may be trespassing on our neighbour's land.
- Bornhoffen has a number of cliffs and waterfalls and children/young people should never be permitted to be unsupervised.
- All sheds at Bornhoffen are out of bounds to visitors.
- The low ropes course and high ropes course are strictly out of bounds to all users unless they are being supervised by Bornhoffen staff during a structured program.
- Bornhoffen staff will inform you of any other areas that are out of bounds or have restricted access.

Security - locks are provided on all cabins in Wagawn and Hobwee. These doors can only be locked from the outside with a key. A key is available for issue to the Group Leader on request. Bornhoffen PCYC does not take responsibility for the security or damage to any equipment, food stuffs or valuables.

Skateboards, scooters, bicycles or similar – are not permitted to be used at Bornhoffen.

Swimming - it is a requirement that an adult (18 or over) with current resuscitation certificate (in last 12 months) closely supervises use of the swimming pool or waterholes at all times.

Telephones

- A telephone is provided in each venue. These phones cannot be used to dial out except to dial 000, call 1800 free call numbers and make reverse charge calls. These phones are able to receive calls. The phone numbers are as follows - Wagawn (07) 5533 6110 - Hobwee (07) 5533 6164.
- Mobile phone coverage is generally good for Telstra and Optus networks. Other networks will probably not have coverage.
- The Bornhoffen office is usually staffed during normal business hours (Monday to Friday) although operational needs may mean that staff are not present. The office number is (07) 5533 6154.
- **To contact the Bornhoffen Venue Officer on Duty while you are at the venue (including after hours), call 0407 020 510 – this number diverts to the mobile phone of the staff member on duty.**
- In an emergency situation, if you have not been able to contact someone using the numbers shown above, please contact the following directly:

Manager – Arron Sullivan 0407 148 123

Venomous Animals – snakes, spiders, stinging ants and other animals may be encountered at Bornhoffen. All visitors are advised to wear footwear and to remain vigilant at all times.

Walking on Roads

All users choosing to walk to Natural Bridge National Park or the Border Gate are advised that the road is very narrow, visibility for motorists is poor and there is no footpath. If you choose to walk along the road, it is strongly recommended that you:

- inform everyone in the group of the hazards and procedures for walking safely
- walk in single file
- position adult staff wearing high visibility reflective vests at front and rear of group
- have a bright light at the front and rear of group to warn motorists at night

Please respect our neighbours and other park users and keep noise to a minimum. Young people should be supervised by responsible adults at all times.

Improvised Waterslides – are not permitted at Bornhoffen because of safety considerations, limited tank water supply and the impact on our grounds.

Facilities

Camp Fires - a campfire area is provided for each camp. Please see the Bornhoffen staff for instructions. If a fire ban is in force/conditions are unsuitable, we are not permitted to use this facility. Charges apply for firewood or you are welcome to bring your own. Collection of firewood from the Bornhoffen property is not permitted.

Dishwashers - Groups are responsible for the clearing and wash up of all crockery and cutlery after each meal. Each camp has a commercial dishwasher (chemicals are supplied). Please see Bornhoffen staff for operating instructions.

Fireplace - a load of firewood for indoor fireplaces is provided during winter months. Additional wood is available and charges apply. If used, your Group Leader is responsible for the safe use of the fireplace. Please clean the fireplace prior to departure.

Lights - please conserve electricity and turn off lights (including spotlights) when not in use. Our electricity bill is over \$20,000 per annum and we would rather invest this money in improvements to Bornhoffen facilities as well as reduce our environmental footprint!

Parking - please stay on roads and park all vehicles in the car parks provided. If you need to drive on the grass for some reason, please request permission from a Bornhoffen staff member first.

Pavilion – this building is located between Wagawn and the playing field. It is an 8m x 8m indoor space suitable for meetings, workshops, conference break out space, craft activities, etc. The Pavilion has great views of the mountains and down the valley. It is available for hire by either Wagawn or Hobwee and additional charges apply.

Shared Facilities - the playing field, swimming pool and multi sports court are shared facilities.

Sports Equipment - basketballs, soccer balls, table tennis and volleyball net/ball are available for use by groups. Group Leaders are responsible for the safe use and return of equipment.

Tents, Caravans and Campervans - we do not generally provide our facilities for camping in tents, caravans or campervans. On occasion, we receive requests from groups booked into accommodation for one or two tents to be used or a campervan to be brought along. Approval by venue management is required at least one month prior to your booking. This is done on a case by case basis. Directions on which areas can be used will be given. Please note that our standard charges apply to any people staying in a tent, caravan or campervan.

Washing Machines/Dryers – Each venue has a washing machine, clothes dryer and washing line. These are provided for your use at no additional charge.

Your Stay at Bornhoffen

Arrival

- A Bornhoffen staff member will usually meet you on arrival. Should you not be satisfied with any matter e.g. the cleanliness of an area, please bring this to the attention of our staff so the matter can be immediately dealt with.
- Please identify the nominated Group Leader. This person must sign to acknowledge that they have received the Arrival Briefing for Group Leader information. This includes information which we require you to communicate to all members of your group.

Customer Support

- A Bornhoffen staff member is contactable throughout your stay to answer questions and respond to any issues. This includes after hours and overnight. To contact the Venue Officer on Duty, please call **0407 020 510**. This phone number is prominently displayed in the venue and diverts to the mobile number of the staff member on duty.

Cleaning

- Your group will be responsible for maintaining the cleanliness of the camp during your stay. This cleaning includes accommodation, meals areas, amenities and the grounds.
- Please give consideration to any activities you may be doing which could have an impact on cleaning (eg. muddy activities, face painting). Please use outside taps/outside showers to remove as much mud/paint/etc. as possible.
- Please help young people to maintain cleanliness in their cabins and amenities by inspecting these at least once each day – we recommend you make this part of your program each morning.
- Brooms, dustpans, mops and cleaning spray bottles/wipes are all provided – please ask if you need anything additional.

Departure

- You will be asked to complete a Departure Report Form which includes an evaluation as well as a record of your actual number of people who stayed and visited.
- The departure time is **no later than 1.00pm** unless you have a variation approved to this in writing.
- Please see our staff for cleaning requirements by your group on your final day.
- You are requested to arrange your program to allow **all cabins to be emptied and cleaned by 10.00am on the day of departure – this may need to be earlier if you are doing a program with us or if we have another incoming group.**
- The Bornhoffen staff member on duty will conduct an inspection with you to ensure all areas are left clean and tidy for the next group.
- A cleaning fee may be charged where your group does not meet our minimum requirements.
- **Please note that a \$100.00 per hour late departure fee may be applied.**

Payment

- An invoice will be sent to you after your service – **payment is REQUIRED IMMEDIATELY ON RECEIPT OF YOUR INVOICE** – we do **not** accept cash or credit card payments – we accept payment by EFT, cheque or money order. A late fee may be applied to overdue payments.

Natural Bridge Information Sheet

Visitor management

Group activities at Springbrook National Park (Natural Bridge section)

Introduction

With its fascinating geology, ancient flora and exceptional fauna, Springbrook National Park is a popular place for school excursions. Springbrook plateau is a remnant of the northern side of a once huge shield volcano that dominated the region about 23 million years ago. Over time, the volcano has eroded away, leaving a landscape flush with cool rainforests, open eucalypt forests and montane heaths. This is a place of Antarctic beech trees, blue spiny crayfish, waterfalls and lyrebirds, a place where generations of school students have learnt about the natural environment and will hopefully continue to do in the future.

Natural Bridge is the home of Queensland's most spectacular glow-worm colony, *Arachnocampa flava*. Found along the vertical banks beside the walking track and within the cave that forms the Natural Bridge, glow-worms can be seen in the park all year round after sunset. Other common sights in the park depending on the season include fireflies, luminescent fungi, red-necked pademelons and bandicoots.

There is an on-line form to notify Queensland Parks and Wildlife Services (QPWS) of any group activity you wish to undertake in one of Queensland's national parks, marine parks, recreation areas or state forests in a way that effects the enjoyment of the place by the general public. This form is available at www.nprsr.qld.gov.au/licences-permits/recreation/group-activity-notification

The following activities **do not** require you to complete a notification or a group activity permit application:

Family and office BBQ's; picnics; birthday parties; camping in listed sites; bushwalking; bird watching and general park enquiries.

Once we receive your notification we will assess whether a permit is required. If you do not hear anything from QPWS within 2 weeks of submitting your notification, you can proceed on the basis that no approval is required.

If we determine that a permit is required an application will be emailed to you.

If you plan to conduct competitive events, rallies and training events, please reply directly to QPWS qpws@nprsr.qld.gov.au and an officer will call you.

For general enquiries please email qpws@nprsr.qld.gov.au or phone 13 74 68.

Looking after the park

Whilst visiting Springbrook National Park we ask that you please observe the following:

- Keep group sizes to a maximum of 15 along the graded walking tracks. Larger groups must be split into smaller groups and start time staggered at least 5 minutes apart.
- Please keep noise to a minimum.
- Carry a first aid kit and drinking water.
- All plants, animals and natural and cultural resources are protected and must not be disturbed or damaged.
- Do not feed any wildlife and do not leave any food, which may be scavenged.
- Please take all your rubbish home with you.
- Please ensure that the activity is limited to formalised picnic areas and constructed walking tracks.

Further Information

For further information regarding Springbrook National Park and the Natural Bridge section please refer to the website www.nprsr.qld.gov.au/parks/springbrook/

Natural Bridge is a special place. Please help protect this fragile ecosystem so it can be enjoyed by everyone now and in the future.