YMCA OF BRISBANE C	WI	0001	
WORK INSTR	RUCTION	ISSUE:	Α
TITLE	VENUELIFE CLIENT PORTAL INSTRUCTIONS		
RESPONSIBILITY	CAMP COORDINATORS		

NO: CAMP

WI_WAD_

Thank-you for booking with Y Camping! Venuelife can be used as a complete camp management tool and capture everything you need to know about each participant or be used just to capture the **minimum information required by Y Camping**. You control the settings!

To access the LOGIN page go to https://campwarrawee.venuelogin.net/login

MINIMUM DATA REQUIRED

To best manage camps, Y camping require the following data uploaded to Venuelife:

DATA	NOTES
First Name:	Names for all participants and supervising adults/teachers.
Surname:	The first letter of each person's surname ie Joe B. We do not require their full name. To identify staff or supervising adult please add a descriptor ie Joe B (T). Descriptors:
	(T) = Teacher (SA) = Supervising Adult (CC) = Camp Coordinator
	This will assist when sorting into groups and cabins.
Gender:	Required to assist with allocation of cabins. Client groups are responsible for allocating participants to assigned cabins.
Dietary Needs:	Any special dietary needs for camp attendees. There is a drop-down menu of options.
Medical History:	Relevant medical history for illness or injuries which may impact the participants ability to participate in an activity. We do not require participant's complete medical history.
Complex Behaviours:	Any behavioural or learning issues which may impact participation in activities.

Data fields can be activated or deactivated at your discretion. For example you may elect to activate 'Date of Birth' to identify any participants who may have a birthday during camp or 'Medications' to assist with safe administering of participant medications.

PRIVACY

Ensuring the security, integrity and usefulness of client data is central to all Venuelife architecture, system design and technology choices. The Venuelife platform is hosted by Amazon Web Services (AWS) in Sydney selected for their world-class security, reliability, scalability and performance.

AWS implements and maintains technical and organisational security measures applicable to cloud infrastructure services under globally recognised security assurance frameworks and certifications, including IRAP, ISO 27001, ISO 27017, ISO 27018, PCI DSS Level 1, and SOC 1, 2, and 3. These technical and organisational security measures are validated by independent third-party assessors, and are designed to prevent unauthorised access to or disclosure of customer content.

Client Portal accounts will be automatically closed and data deleted 30 days after departure. An email notification will be sent in-case registration data needs to be downloaded prior.

Venuelife has also been assessed by **Safe Tech 4 Schools** and complies with Education Queensland requirements.

OPTIONS FOR UPLOADING DATA

Venuelife offers three different ways to add data. Options include:

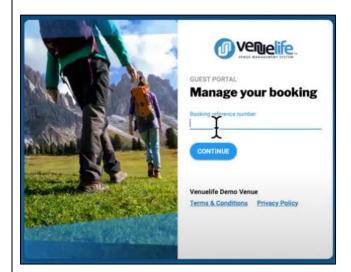
TYPE	NOTES	PAGE
Manual Data Entry	Manually enter each data field for every participant.	9
Participant Data Entry (Online Link)	A unique online link is created specifically for your camp which can be sent to participants/parents. The participants/parents are responsible for entering the data. Once entered you can then use the data to allocate groups and cabins. This option is the best to minimise workload for Camp Coordinators.	12
Import Data Entry (Excel Upload)	Upload data from Excel. Once uploaded in Venuelife you can adjust column headings to align with Venuelife requirements. Best option if participant data needs to be downloaded from another system and then uploaded to Venuelife.	15

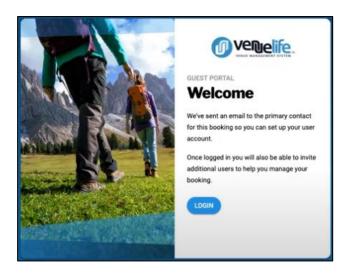
CONTENTS:

TOPIC	NOTES	PAGE
Step 1: Getting Started	Instructions for how to set-up the Client Portal and create	3
	password from the email link sent via Venuelife.	
Step 2: Set-up Registration	How to set-up the database for your camp. Camp	
Form	Coordinators can choose which fields to activate/deactivate.	6
	Please ensure you capture the 'Minimum Data Required' by Y	
	Camping.	
Step 3: Adding	Instructions for adding participant data via manual data entry,	
Registrations	participant data entry (online link) or import data entry (Excel	
- Manual Data Entry	upload).	9
- Participant Data		40
Entry (Online Link)		12
- Import Data Entry		4.5
(Excel Upload)		15
Step 4: Allocate Rooms	Instructions for allocating camp attendees to cabins by	
Ctcp 4.7 modate 100m3	clicking and dragging participant names. Can also generate	17
	lists for cabin doors and overall breakdown	
Step 5: Setup Activity	Instruction for allocating activity participants to activity groups.	18
Groups	Can also generate different reports and group lists.	
Step 6: Setup Small Groups	Instructions for allocating attendees to smaller groups ie Duty	19
	Groups. Can also generate reports and group lists.	
Step 7: Check-in	Instructions for check-in/out. Useful for boarding buses etc.	20
Other Features - Diets	Instructions for generating a summary of 'special diets'	20
Other Features – Import	Instructions for importing settings from a previous camp	21
Settings	(Database Set-up).	
Other Features - Stats	Useful for getting a brief overview of camp ie # of Attendees,	22
	Male/Female ratio.	
Other Features – Templates	Example wording that can be cut and pasted into different	23
For Online Registrations	sections of your Online Registration Form. Edit as necessary.	

STEP 1: GETTING STARTED

1. You will be sent a 'Portal Welcome' email with a to provide access to the Camp Portal (see below). Click on 'Click Here To Login' to open your Guest Portal login page. It will ask for the 'Booking Reference Number'. You will then be prompted to set up your user account. Once logged in you will be able to invite additional users to help manage your booking. You with be the 'Primary' contact.

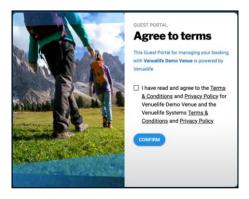




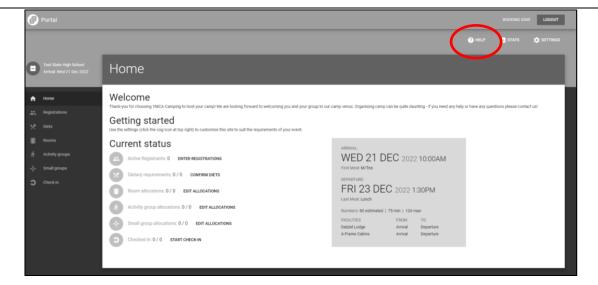
2. Set a password unique to your email address. Each additional user will have their own login.



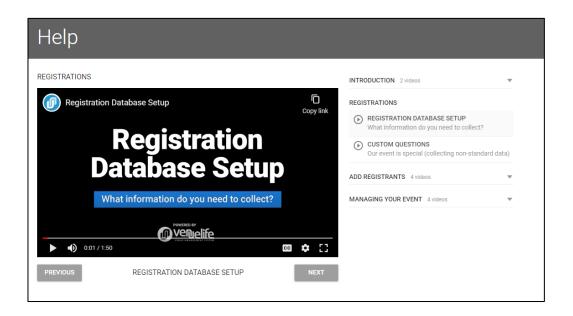
3. Click 'Confirm) to agree to terms. Click on links to review Y Camping's Terms & Conditions and Privacy Policy and also Venuelife's Terms & Conditions and Privacy Policy.



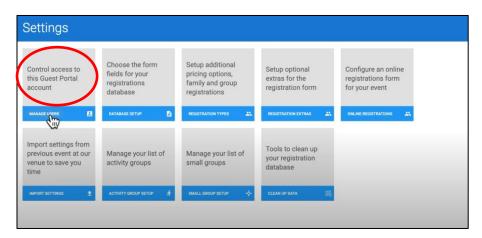
4. The 'Camp Portal' will then open to the 'HOME' page. Please note 'Facilities' listed are indicative only – final cabin allocations will occur once final camp numbers have been received. Note the black section on the left with shortcut links to 'Registrations', 'Diets' etc.



5. Click on 'HELP' (red circle above) which will take you to a series of instructional videos.

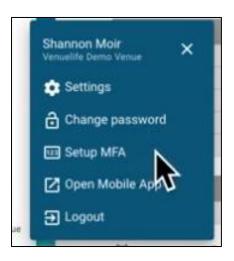


 Click 'MANAGE USERS' to set-up additional users or manage your own settings. Click 'ADD NEW USER' to add additional people to help manage camp information. Access settings can be adjusted. Click 'SAVE' after each additional user is added.





8. Groups may also choose to set-up MFA (multi-factor authentication) for added security. Click on 'Setup MFA'. You will also need to download an authenticator app on your phone (Venuelife recommends the Google one as it is free).





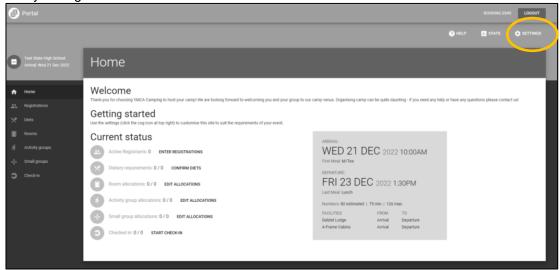
Once your authenticator app is ready click 'I'm ready to scan'. Then enter the 6 digit code and click 'Confirm'. MFA is then enabled.

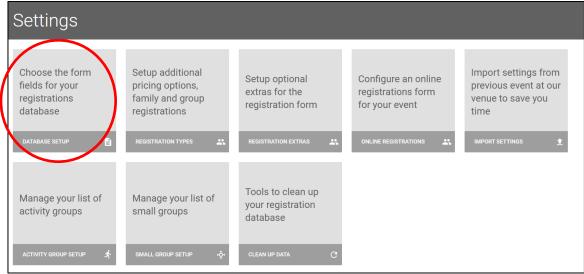




STEP 2: SET-UP REGISTRATION FORM

1. Click 'SETTINGS' (top right corner of 'HOME' page). 'SETTINGS' page will open. Click on 'Choose the form fields for your registrations database'

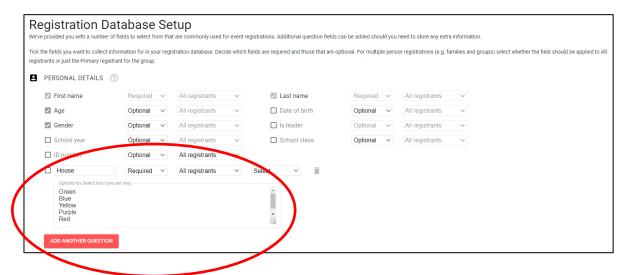




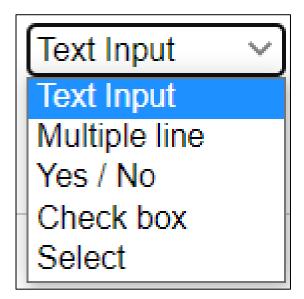
- 2. Select which 'fields' you require for your registration. There are seven categories to work through. Tick which fields are relevant for your camp. Each 'field' has different setting options:
- 'Required' non-optional information should be marked as 'Required'. We require at a minimum the following:
 - First name
 - Last name (last initial only)
 - Gender
 - Special Diets (automatically included in database does not require set-up)
- "Optional" information only required if relevant. We require at a minimum:
 - Medical history
 - Medical condition
 - Complex behaviours
- 'All registrants' or 'Primary registrants' 'Primary registrant' is the first person entered so all data would be collected. For any additional registrants (i.e. siblings) you could save some time and avoid entering common data twice (e.g. Address). For most camps we suggest selecting 'All registrants'.

Tick the fields you want to collect registrants or just the Primary reg		egistration database. Decide whic	i fields are required and those that are	e optional. For multiple perso	on registrations (e.g. 18	armics and groups) select whether the her	a orrodia de applica to riii
PERSONAL DETAILS							
		All registrants 🗸	✓ Last name	Descriped	All societaente		
✓ First name ☐ Age	Required V		☐ Date of birth	Required ∨ Optional ∨	All registrants All registrants	·	
☐ Gender	Optional V		☐ Is leader	Optional V	All registrants	<u> </u>	
☐ School year	Optional v		☐ School class	Optional V	All registrants	·	
☐ ID number	Optional v		_ concentrates	ориона	7 tti Togioti dilito		
ADD ANOTHER QUESTION	_						
CONTACT DETAILS							
☐ Email	Optional ~	All registrants ~	☐ Mobile phone	Optional ~	All registrants	~	
☐ Home phone	Optional ~	All registrants v	☐ Work phone	Optional ~	All registrants	~	
☐ Address	Optional ~		Suburb	Optional ~	All registrants	~	
City	Optional ~		County	Optional V	All registrants	~	
☐ State	Optional V		☐ Postcode	Optional V	All registrants	~	
Country	Optional ~	All registrants ~					
ADD ANOTHER QUESTION	ON						

3. 'Add Another Question' is a useful function if you need additional information. For example if 'School House' was important you can create a question:



You can set-up questions so it requires a text input, multiple line text input, yes/no, check box or select (as per example above where you enter the options).



Once all 'fields' are selected click 'SAVE FORM SETUP' at the bottom of the page.

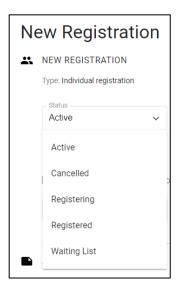
STEP 3: ADDING REGISTRATIONS

There are a few different options for adding data:

- Manual Input Camp Coordinator enters data directly to registration form via Camp Portal.
- Participant Entry you can provide camp participants (or parents) with a unique online link so they can enter the data directly themselves. You can also set-up payments.
- Upload From Excel upload data from Excel.

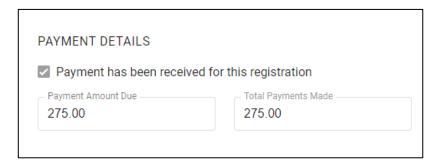
MANUAL DATA ENTRY

- 1. Return to 'REGISTRATIONS' and click on 'Add Registrations' button (large red circle with + symbol see red circle below). Enter details.
- 2. You can change the 'status' of a registration to 'Active' (attending and approved), 'Cancelled', 'Registering' (incomplete), 'Registered' (wish to attend subject to camp coordinator approving) or 'Waitlist'.

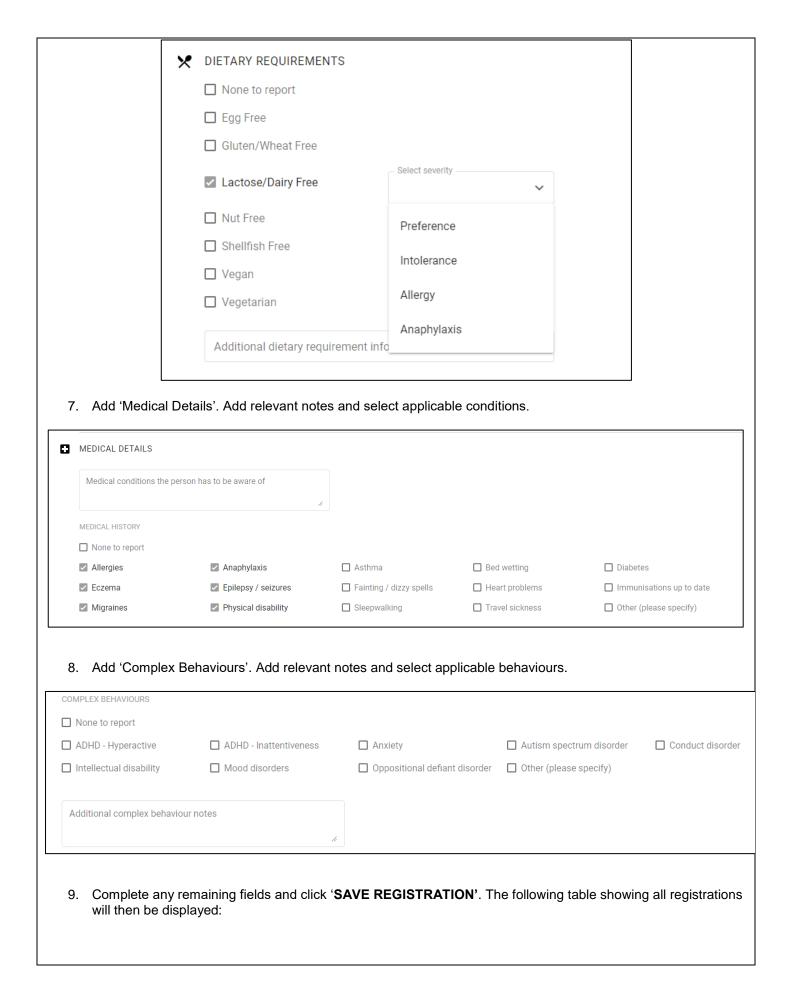


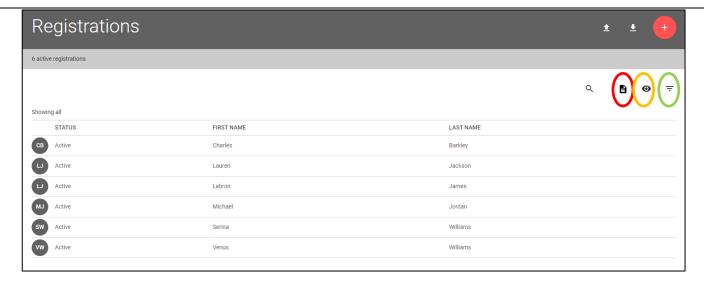


Record if payment has been received.



- 4. Enter any 'Admin Notes' i.e. if participant is getting collected early or similar.
- 5. Add remaining fields.
- 6. Add 'Dietary Requirements'. When a dietary is selected you will be asked to add the severity (see below). You can also add any additional dietary information that is relevant.





■ REPORTS (Red Circle) – click to generate some standard reports or create your own by changing the information displayed. Change columns displayed by clicking the eye graphic (Orange Circle) and selecting what information you require. General reports include:

Diets Report | Emergency Contacts | Medical History | Complex Behaviours | Medications

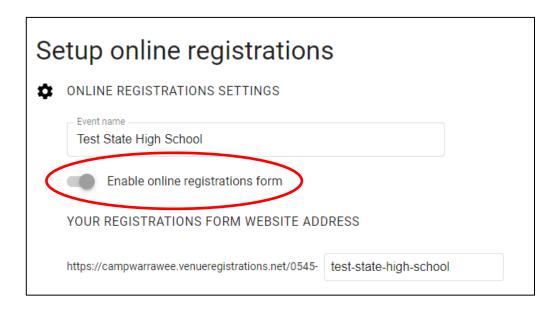
Payments Report | Outstanding Payments Report etc.

• FILTERS (Green Circle) – use this function to filter information.

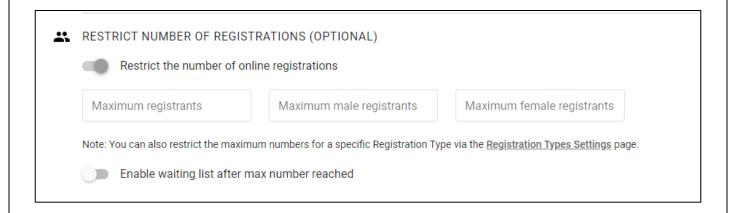
PARTICIPANT DATA ENTRY (via ONLINE LINK)

Once the Registration Settings are complete you can send an online link to parents/camp attendees and get them to enter their own details.

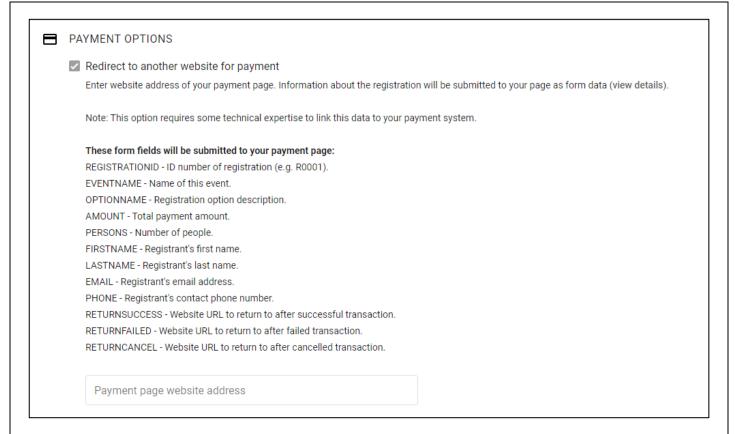
- 1. Return to 'HOME' page and click on 'SETTINGS'.
- 2. Click on 'Configure an online registration form for your event'
- 3. In the 'Setup online registrations' page slide the 'Enable online registrations form' to the right.



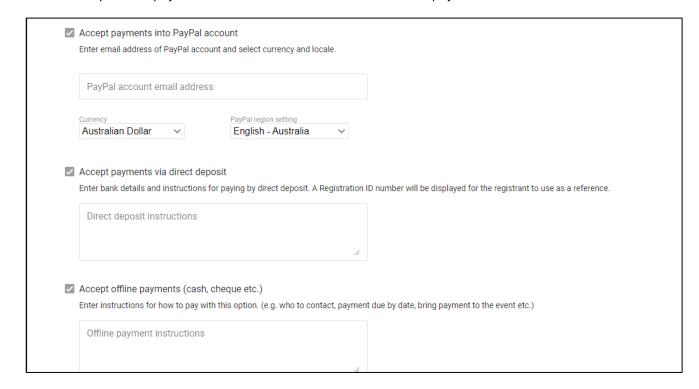
4. If you wish to set a limit for registrations slide the 'Restrict the number of online registrations' and add details. You can also activate a waiting list if desired.



- 5. Add details to the text boxes:
 - 'Event information' basic camp information i.e. location, dates, cost etc.
 - 'Registration Extra Instructions' any additional details that are relevant for your camp.
 - 'Thank you message for successful registrations' optional text box.
- 6. Add 'Waiver & Terms' if needed. You may choose to add some behaviour expectations or similar.
- 7. Ensure the 'Dietary Requirements' box is ticked to enable the collection of dietary information.
- Select 'Payment Options':
 - 'Redirect to another website for payment' form data will be submitted to the nominated website address.

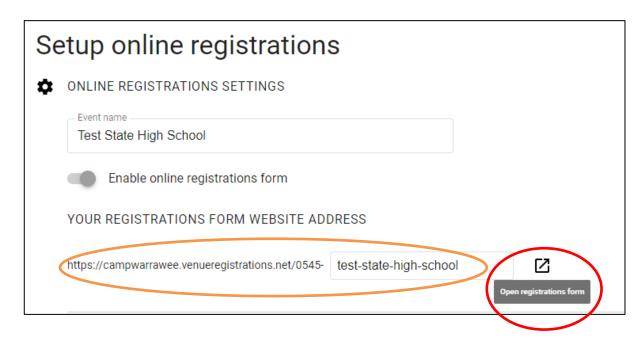


- 'PayPal account' enter PayPal details
- 'Direct deposit' enter account details i.e. BSB, Account #, Reference etc
- 'Accept offline payments add instructions for other means of payment

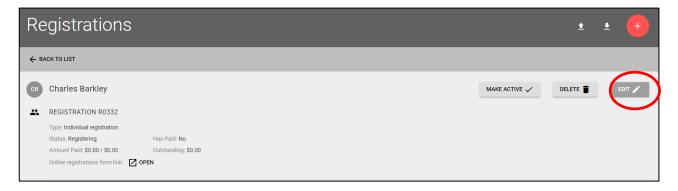


- 9. 'Email Confirmations' add details to acknowledge booking form lodgement and any further instructions required.
- 10. 'SAVE'

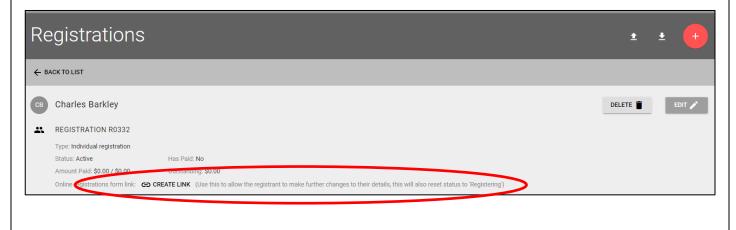
11. You can then check the online form by clicking 'open registration form' (red circle below)



- 12. Once the form is ready copy the online link (see orange circle above) and email to participants. You can then manage their booking status via the portal. Return to 'HOME' page then click 'REGISTRATIONS' and all the names will appear. Check details by clicking on an individual name.
- 13. Click 'EDIT' button (red circle below) to add detail or change their 'Status' i.e. 'Active' (attending and approved), 'Cancelled', 'Registering' (incomplete), 'Registered' (wish to attend subject to camp coordinator approving) or 'Waitlist'. Click on the 'MAKE ACTIVE' if approved.



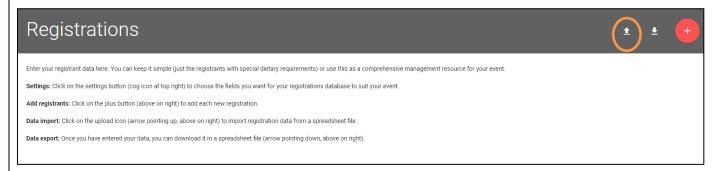
14. If changes need to be made by the participant you can send them a link (red circle below) so they can update themselves. Once link is activated their 'Status' will change to 'Registering'.



IMPORT DATA ENTRY (EXCEL UPLOAD)

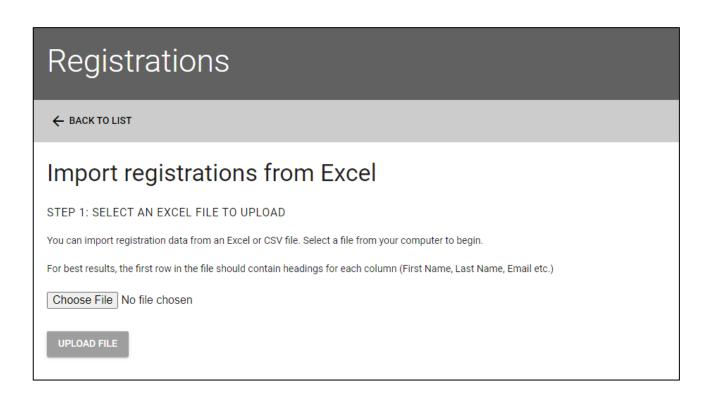
Importing data is a good option to save manual entry of data in Venuelife. Please note each registration will require some editing to finalise.

1. Open 'Registrations'.

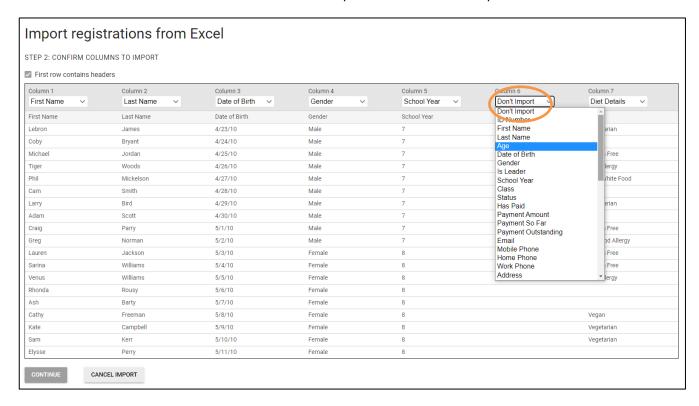


- 2. Click on 'up-load' symbol (orange circle)
- Upload the Excel spreadsheet. Please ensure the data only contains a header row (ie Row 1) and then data under each column heading. A sample spreadsheet can be downloaded from https://www.ymcacamping.com.au/about/camp-planner

4	Α	В	С	D	E
1	First Name	Last Name	Date of Birth	Gender	School Year
2	Lebron	James	23/04/2010	Male	7
3	Coby	Bryant	24/04/2010	Male	7
4	Michael	Jordan	25/04/2010	Male	7



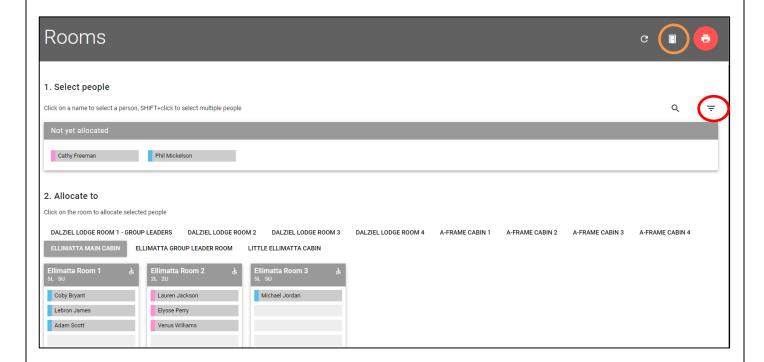
4. The imported data will appear and will require some editing. Click on the drop-down menu (orange circle) for each column of data to rename or select 'Don't Import' if the data is not required. Once done click 'CONTINUE'



- Another similar page will appear. Click 'CONFIRM'.
- The import will then be complete. You can import another file if required. At the top of the page click 'BACK TO LIST'.
- 7. The list of registrations will appear. Click on an individual registrant and manually add any missing data (refer 'Manual Data Entry' above for more details).

STEP 4: ALLOCATE ROOMS

- Click on 'Rooms'. Please note cabin allocations are not finalised until Final Camp Numbers have been provided. Please DO NOT allocate rooms until you know which cabins are allocated.
- 2. Click on the participant name and then click on the appropriate accommodation rooms/cabin. Use the filter (red circle below) to filter camp attendees. You can filter by Male/Female, Paid/Not Paid etc.
- 3. To print cabin door lists click on the little door graphic (orange circle). To print a summary of all accommodation allocations click on the printer icon (see below).

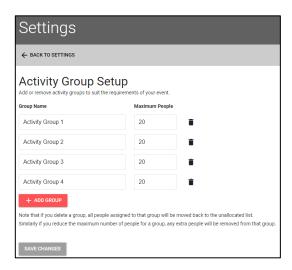


STEP 5: SETUP ACTIVITY GROUPS

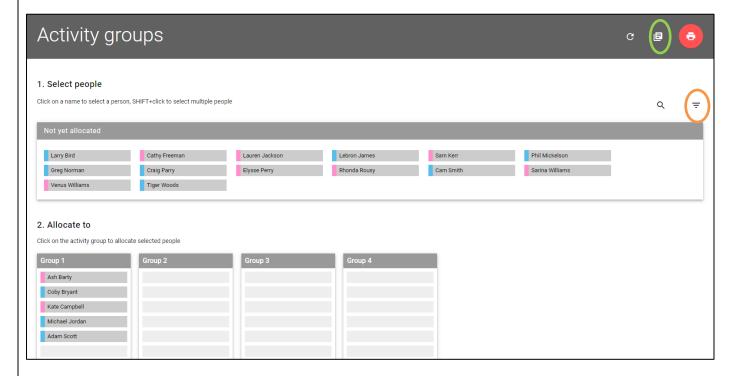
1. Click on 'SETTINGS' and select the 'Activity groups' tile.



2. Enter Group Name and the maximum number of people (set to 20). Add additional groups as required (refer to Camp Program to ensure the correct number of groups). 'SAVE CHANGES'.



3. Click on 'Activity groups' and then you can click and allocate names to the different groups. Use the filter (orange circle below) to filter the names. You can filter by Male/Female, Paid/Not Paid etc.



- 4. To add/delete activity groups return to 'Settings' page and select 'Manage your list of activity groups' tile.
- 5. Print a summary of all activity group allocations by clicking the printer graphic. To print individual group lists click the page graphic (green circle above).

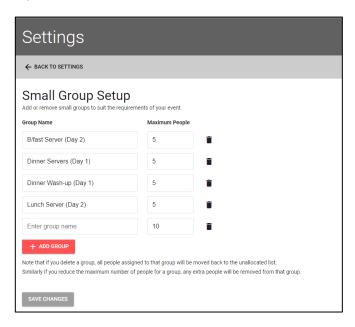
STEP 6: SETUP SMALL GROUPS

The 'Small Groups' feature can be used for allocating camp participants to Duty Groups or for another purpose.

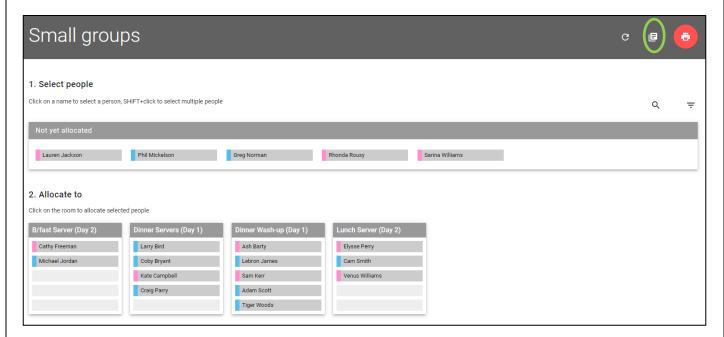
1. Click on 'SETTINGS' and select the 'small groups' tile.



2. Add Group Names/Descriptions and maximum numbers. 'SAVE CHANGES'.



3. Click on 'Small groups' and then click and allocate participant names to the appropriate group. Please note you can only allocate a person to a group once.



- 4. To add/delete small groups return to 'Settings' page and select 'Manage your list of activity groups' tile.
- 5. Print a summary of all small group allocations by clicking the printer graphic. To print individual group lists click the page graphic (green circle above).

STEP 7: CHECK-IN

This feature can be used to check-in camp attendees and/or as a roll call before boarding buses. This can also be accessed on a phone or iPad device

1. Click on 'Check-in' and then tick 'CHECKED IN' or 'CHECKED OUT' as required.



OTHER FEATURES

DIETS

A detailed and accurate special dietaries list is critical to ensure the well-being of campers. Our catering staff require details prior to camp (minimum 7 days) so they can prepare alternate meal options as required. The 'Diets' will be automatically submitted to our Catering Team 7 days prior to camp.

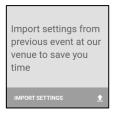
You can review all special diets by clicking 'Diets'. A summary of dietary requirements can then be viewed and printed.



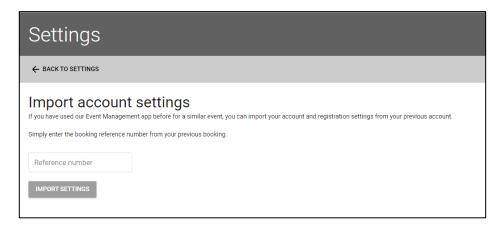
IMPORT SETTINGS

Once you have set-up a camp with Y Camping you can import all of your settings for future camps!

1. Click on 'SETTINGS' then the 'Import settings' button.



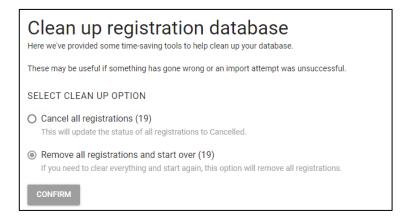
2. Enter 'reference number' from previous booking (found on Camp Proposal and other documents).



3. All of the settings ie Registration Form, Group Names etc will copy across. To be safe clean data by clicking 'Tools to clean-up your registration database'.

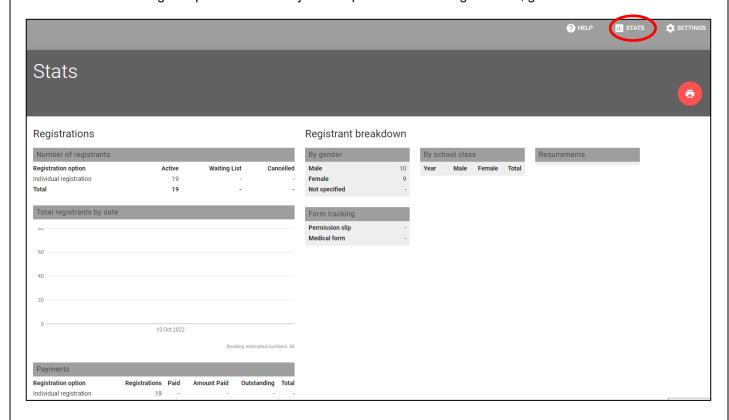


4. Select 'Remove all registrations and start over'.



STATS

Click on the 'STATS' to get a quick overview of your camp i.e. number of registrations, gender breakdown etc.



TEMPLATES/SAMPLE TEXT FOR ONLINE REGISTRATION

The below text may assist with planning for your camp. Please edit/add/delete content as required.

ONLINE REGISTRATIONS TEXT (Text which will appear on Online Form)

Event Information:

'Insert Year ??' students are invited/required to attend 'Insert Year ?? Camp' designed to provide students with an opportunity to demonstrate and develop their skills in team building, leadership and independence. Camp provides a great opportunity for students to strengthen peer relationships and sets the platform for the rest of the year and beyond. Please find the details below.

Name of Activity: 'Year ?? Camp'

Venue: YMCA Camp Warrawee - 81 Byrnes Road North, JOYNER Q 4500

YMCA North Pine Lodge - Old Petrie Tow, Dayboro Road, KURWONGBAH Q 4500

(delete as required)

Date: Day Date Month - Day Date Month, 2023

Times: Meet at 'Insert Location' at 'Insert Time' for 'Insert Time' departure. Return to 'Insert Location' at (approx.)

'Insert Time'.

Teacher/s in charge: 'Insert Name' and 'School Name' staff

Transport: Students will travel to and from the venue by bus

Dress: Sun-smart and suitable clothing to undertake outdoor activities

Equipment: A full list of requirements is attached, detailing suggested equipment to bring

Meals: All meals are prepared by YMCA staff, and is included in the cost. YMCA caters for the following dietary requirements dairy/lactose free, gluten free, seafood free, vegetarian, egg free (whole egg only), nut free and halal (no pork and beef).

Should you have any questions, please do not hesitate to contact 'Insert Name' via 'Insert Email'

Thank you message for successful registrations (optional):

Thank-you for registering for the 'Insert Year? Camp'! A copy of your registration has been sent to your email address.

Thank you message for waiting list registrations (optional):

Thank-you for your interest in 'Insert Year? Camp'! Unfortunately at this stage we are fully booked however we have added your child/ren to the Waiting List. Should a spot become available 'School Name' will contact you to confirm.

WAIVERS & TERMS

Terms & conditions:

Privacy Statement

'Insert School Name' is collecting personal information requested in this form in order to:

- obtain lawful consent for your child to participate in the activity;
- help coordinate the activity;
- respond to any injury or medical condition that may arise during, or as a result of the activity; and
- update school records where necessary.

Activity Risks & Insurance

During the camp, students will be participating in the following activities; 'insert activity 1', 'insert activity 2', 'insert activity 3', 'insert activity 4', 'insert activity 5', 'insert activity 6', 'insert activity 7'. 'insert activity 8'.

The activities outlined above carry an inherent risk of physical injury occurring. including medical costs are the responsibility of the parent/carer. Some incidental medical costs may be covered by Medicare. If you have private health insurance, some costs may be also be covered by your provider. Any other costs must be covered by parents/carers. It is up to all parents/carers to decide what types and what level of private insurance they wish to arrange to cover their child. Please take this into consideration in deciding whether or not to allow your child to participate in this activity.

Camp Rules

General:

- Closed footwear to be worn at all times, including meal time/free time
- Be sun-safe! Hats, sunscreen and appropriate clothing (no mid-rifts, singlets etc.) at all times
- No runnina
- Keep Camp beautiful. Place all rubbish in the correct bins provided
- Swimming is not permitted in the pool without adult supervision
- Do not feed the Wildlife
- Stay within the camp boundaries (highlighted by YMCA staff during introduction)

Accommodation

- Keep accommodation tidy and clean of obstacles in walkways. Care of accommodation is student's responsibility
- Do not move the beds from their original positions
- No jumping on beds
- Do not remove the mattress protector from the beds
- Report anything at camp that isn't working immediately to your teachers and/or an instructor
- Keep showering time to a minimum
- At meal times students are required to keep the dining hall tidy and wipe tables
- Keep all fire exits clear
- No eating in cabins

Student Code of Conduct

Students will be aware of the following expectations of behaviour and conduct:

- Appropriate dress including footwear must be worn at all times.
- Safe, responsible behaviour is to be shown at all times.
- Students are to be punctual for all activities and willing to participate.
- No student is allowed to go into a cabin/dorm that is not their own.
- Students are not to leave the camp grounds at any time.
- Obscene or offensive language is **not** to be used
- Other people's property should not be touched or interfered with in any way
- Students are to show respect to each other, YMCA and school staff and any other camp guests at all times.
- All people are to be valued and treated with courtesy
- Chewing gum, is NOT permitted on the Camp site
- Drugs, cigarettes or alcohol are NOT permitted on the Camp site
- Dangerous weapons are NOT permitted on the Camp site

If a student does not abide by the Code of Conduct, parents will be contacted and the student will be removed from the camp.

EMAIL CONFIRMATIONS (automatically generated email sent upon completion of registration form)

Email content for successful registrations (optional):

Thank-you for registering for the 'Insert Year? Camp'!

A few reminders of what to wear/pack:

IT IS ADVISABLE NOT TO BRING ANY VALUABLE ITEMS TO CAMP

- The camp will not accept any responsibility for belongings that are lost, damaged or stolen
- Mark off as the item is packed (old clothes are recommended)
- Please name all items. Lost property is kept for 1 month

Activity Items:

- Full brim hat
- 1 x Large water bottle
- Sunscreen
- Insect repellent
- Raincoat (programming/ activities will still continue in wet weather)
- Closed-in shoes eg. joggers Extra pair of shoes able to get wet for water activities (old joggers or water shoes that cover heel and toes – NO THONGS OR SANDALS)
- Togs, swimming shirt and swimming towel
- Plastic bag for wet and dirty clothes

General Items:

- Sleeping bag or blanket
- Fitted single bed sheet (for mattress cover/protection)
- Pillow and pillowcase
- Sufficient clothing for each day (shorts, t-shirts, long-sleeved shirts)
- Sufficient socks and underwear
- Pyjamas
- Warm jumper coat/ jacket (season suitable)
- Bath towel
- Toiletries
- Torch

Camp Rules

General:

- Closed footwear to be worn at all times, including meal time/free time
- Be sun-safe! Hats, sunscreen and appropriate clothing (no mid-rifts, singlets etc.) at all times
- No running
- Keep Camp beautiful. Place all rubbish in the correct bins provided
- Swimming is not permitted in the pool without adult supervision
- Do not feed the Wildlife
- Stay within the camp boundaries (highlighted by YMCA staff during introduction)

Accommodation

- Keep accommodation tidy and clean of obstacles in walkways. Care of accommodation is student's responsibility
- Do not move the beds from their original positions
- No jumping on beds
- Do not remove the mattress protector from the beds
- Report anything at camp that isn't working immediately to your teachers and/or an instructor
- Keep showering time to a minimum
- At meal times students are required to keep the dining hall tidy and wipe tables
- Keep all fire exits clear
- No eating in cabins

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- Dangerous weapons are NOT permitted on the Camp site

If a student does not abide by the Code of Conduct, parents will be contacted and the student will be removed from the camp. Email content for waiting list successful registrations (optional): Thank-you for your interest in 'Insert Year? Camp'! Unfortunately at this stage we are fully booked however we have added your child/ren to the Waiting List. Should a spot become available 'School Name' will contact you to confirm.

YMCA of Brisbane Work Instruction 12/2024