

Crossing Borders Youth Camp 2026

Frequently Asked Questions

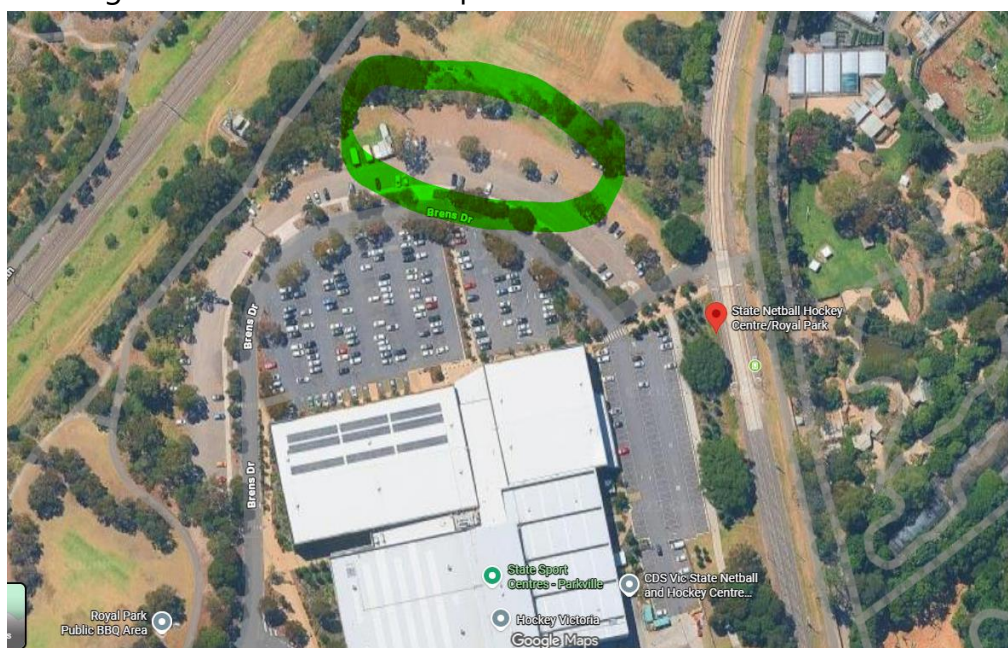
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Transport

Where are the transport arrangements?

- **Option 1:** Melbourne Tullamarine Airport. Please meet us at [T4 at baggage carousel 5](#).

- All participants MUST be at the meeting point no later than 12 pm on Monday 13 April 2026. We will have CBYC 2026 Staff Team at the airport from 10am.
- All participants will be dropped off on Friday 17 April 2026 by 1.30pm (please do not book flights before this time and make sure to factor in check in times etc. We recommend booking flights departing Melbourne Tullamarine Airport between 3:30-7:30 pm). We will have CBYC 2026 Staff Team at the airport until 7.30pm.
- **Option 2:** State Netball and Hockey Centre car park in Parkville. We will be meeting in the dirt overflow car park which is accessible off Brens Drive.



- All participants must be dropped off between 12.30pm-1pm on Monday 13 April 2026.
- All participants will be dropped off at 12pm on Friday 17 April 2026.
- **Option 3:** Directly at the Lyrebird Camp in Yellingbo.
 - All participants must arrive between 3.30pm-4pm on Monday 13 April 2026.

- All participants must be collected between 9.30am-10am on Friday 17 April 2026.

What happens if my child's flight is delayed?

If your child's flight is delayed, please contact our Camp Coordinator, Maxima on 0439 807 571 (voice / text), as soon as possible so we know they won't arrive by the designated meeting time. We will have CBYC leaders and vehicle available to collect any late arrivals from Melbourne Airport in case of unforeseen circumstances.

Can I drive my child directly to / from the camp venue?

Yes, please see the first question with transport options.

Our child is based interstate. Am I required to travel to the airport / campsite with our child?

This is up to the parent or guardian to decide based on whether your child requires supervision while travelling. Camp leaders will be present at the Melbourne Tullamarine airport at the meeting point from 10:00am on Day 1 and will remain on site at the airport until 7:30pm on Day 5 to support campers who are travelling independently.

Camp leaders will only be available to wait with campers outside the ticketed area (ie. not past the security check-in), so campers must be able to independently navigate between the terminal to the designated meeting point. If a child requires supervision inside the terminal, or assistance navigating within the airport, parents or guardians will need to make their own arrangements.

Packing & What to Bring

What should my child pack for camp?

A detailed packing list will be provided to you and your child in the Registered Crossing Borders Youth Campers Booklet closer to the camp date.

Does my child need to pack any bedding, pillows, or a sleeping bag?

The camp will provide a pillow, pillow cover, sheets, quilt, and quilt cover.

Is my child allowed to bring a phone or devices?

Yes, campers may bring a mobile phone and certain devices. However, to encourage social connection and ensure safety, all phones and devices will be collected on arrival, securely stored in a locked room, and only returned during designated free time under supervision, or when requested to contact their parents/carers. Campers are encouraged to focus on connecting with others and fully participating in the camp experience. Examples of permissible devices to be used only in free time include mobiles phones, and tablets.

What items are not allowed at camp?

For safety and to ensure a positive experience for everyone, certain items are not permitted at camp. These include drugs, alcohol, cigarettes, vapes, weapons of any kind, aerosols (such as spray deodorants), perishable foods, and any inappropriate or offensive materials. Campers are also asked not to bring valuables or personal sports equipment unless approved by CBYC Coordinator. If you're unsure about a specific item, please contact the CBYC Coordinator, Maxima on connect@deafconnect.org.au before arrival.

To ensure the safety and wellbeing of all Crossing Borders Youth Campers, this camp operates a strict zero-tolerance policy for certain items. The following must not be brought to camp under any circumstances:

- Drugs of any kind (including illegal substances and non-prescribed medications)
- Alcohol
- Cigarettes, vapes, e-cigarettes, and smoking devices
- Aerosols (including spray deodorants)
- Weapons or items that could be used as weapons
- Inappropriate, offensive, or unsafe materials.

If any of these items are found, they will be confiscated and may result in immediate removal from camp and notification of the camper's parent, guardian, or caregiver.

In addition, campers are strongly advised not to bring the following items:

- Valuables such as jewellery, large amount of cash etc
- Personal gaming consoles or other non-essential electronics
- Perishable foods

If you are unsure whether an item is allowed, please contact the CBYC Coordinator, Maxima on connect@deafconnect.org.au before arrival.

Can my child contact their family during the camp?

Yes, campers can contact their family during their free time using their phone. If they need to get in touch urgently outside of those times, they can request access to their phone from CBYC 2026 Staff Team. If a family member needs to reach their child, they can contact the camp coordinator, who will make sure the message is passed on or arrange for the camper to call back.

Program & Activities

What kinds of activities will my child be doing?

Campers can expect a fun, balanced mix of activities each day, including team challenges, outdoor adventure activities, workshops, games, and creative sessions. Each day is designed to build confidence, connection, and new skills while making sure everyone has plenty of time for rest, meals, and social time. A more detailed itinerary, including daily schedules and activity descriptions, will be provided in the Registered Campers Booklet closer to the camp.

Does my child have to participate in all activities?

While we encourage all campers to join in and try new activities, participation is voluntary. Campers can opt out of activities if they feel uncomfortable or need a break. CBYC 2026 Staff Team are on hand to support campers, offer alternatives, and ensure everyone still has a safe and enjoyable experience.

What safety measures are in place for outdoor or physical activities?

All outdoor and physical activities at Crossing Borders Youth Camp are carefully planned

and supervised to ensure the safety and wellbeing of every camper. All adventure activities follow the Australian Adventure Activity Standard (AAAS), a national framework that guides safe planning, risk management, equipment use, and staff competence for adventure-based activities.

Activities are led by qualified staff and supervised by experienced youth leaders, with a minimum ratio of 1 adult to 6 campers, ensuring close supervision at all times. Each activity includes a thorough risk assessment, appropriate equipment, and safety procedures tailored to the environment and the needs of the group. Participation is encouraged but always voluntary, and CBYC 2026 Staff Team are present to provide support or alternatives if a camper is unable or chooses not to join an activity.

Will the program be accessible for Deaf/Hard of Hearing campers?

Yes! The camp is fully accessible for Deaf and hard of hearing campers. Auslan/English interpreters will be provided throughout the program. Campers do not need to be fluent in Auslan to participate - all activities are designed to be inclusive and accessible, so everyone can enjoy and engage fully.

Medical & Health

How are medications stored and administered?

All medications brought to camp must be clearly labelled with the camper's name and dosage instructions. Medications are collected by CBYC 2026 Staff Team on arrival and stored securely in a locked area. Administration of medication is managed by CBYC 2026 Staff Team, following the instructions provided by parents/guardians.

What do we need to tell you about allergies or medical conditions?

Please let us know about any allergies, medical conditions, or health concerns that could affect your child's safety or participation in camp activities. This includes:

- Food allergies (including nuts, dairy, gluten, etc.)
- Medication allergies or sensitivities

- Asthma, diabetes, epilepsy or other ongoing medical conditions
- Any recent injuries or illnesses
- Any support needs for mental health, sensory sensitivities, or behavioural challenges

Providing this information before camp helps us plan for your child's safety, ensure appropriate supervision, and make any necessary adjustments to activities or meals. All information is treated confidentially and shared only with CBYC 2026 Staff Team who need it to keep your child safe and supported.

What happens if my child gets sick or injured during camp?

Trained staff are on hand to provide first aid for minor issues. For serious illness or injury, emergency services will be contacted, and parents/guardians will be notified immediately.

How are dietary requirements handled?

The camp can cater for a range of dietary needs, including vegetarian, vegan, gluten-free, dairy-free, Halal, and other specific requirements. Parents/guardians must provide details of any dietary needs during registration, and the venue will endeavour to cater to the best of their abilities. If your child has very complex dietary requirements, please discuss this with us before you register so we can ensure we can cater for them.

What if my child has complex medical needs?

Campers with complex medical needs are welcome, but we ask that parents/guardians provide detailed information about their child's condition, medications, and required support during registration. CBYC 2026 Staff Team will work with families to ensure appropriate supervision, medication management, and safety measures are in place throughout the camp.

Behaviour & Expectations

What behaviour is expected from the campers?

All campers are expected to behave in a respectful, inclusive, and safe manner throughout the camp. This includes listening to CBYC 2026 Staff Team and following instructions, participating positively in activities, and treating other campers, leaders, and the campsite with care.

We encourage a supportive environment where everyone feels welcome, valued, and safe, and we do not tolerate bullying, discrimination, or behaviour that puts others at risk. If a camper is unable to meet these expectations, parents/guardians may be contacted and the camper may be asked to leave the program for the safety and wellbeing of the group.

What happens if my child breaks the rules?

We expect all campers to behave respectfully and safely. If a camper breaks the rules, CBYC 2026 Staff Team will address the behaviour, remind them of expectations, and provide guidance on how to correct it. In serious or repeated cases, parents/guardians will be contacted, and the camper may be asked to leave the camp to ensure the safety and wellbeing of others.

The camper's parents / guardians will be responsible for arranging and covering the cost of the camper's early return travel, including flights if required. Refunds or fee adjustments will not be provided if a camper is sent home early.

What is the policy on drugs, alcohol, or vaping?

The Crossing Borders Youth Camp has a strict no-tolerance policy for drugs, alcohol, vaping, or cigarettes. Any camper found in possession or under the influence will have their parents/guardians contacted immediately, and they may be sent home.

Accommodation

What are the cabins like? How many in a room?

Campers will stay in comfortable cabins with shared rooms. Each room typically accommodates 4–10 campers, depending on availability. Some cabins have ensuite bathrooms, while others share bathroom facilities with the cabin next door.

Can my child request to share with a friend?

Yes! Campers can request a roommate when registering. While we do our best to accommodate requests, friendship pairings cannot be guaranteed, as room allocations depend on overall group numbers, gender balance, and accessibility needs.

Are gender-neutral or inclusive cabin options available?

Gender-neutral or inclusive cabin arrangements are considered on a case-by-case basis, taking into account the law in Victoria, child safety requirements, and the need for all campers to feel safe and comfortable. Parents/guardians and campers will be consulted in advance to ensure the best possible arrangements for everyone.

Safety & Supervision

What are the staff-to-camper ratios?

The camp maintains a minimum staff-to-camper ratio of 1:8. This ensures that campers are well-supervised, supported, and safe throughout all activities, with CBYC 2026 Staff Team available to provide assistance and guidance as needed.

Are staff qualified and screened?

Yes. Every member of the CBYC 2026 Staff Team hold a valid Working With Children Check (or Blue Card) and are thoroughly screened before participating in camp. Most staff are also trained in First Aid, and some hold qualifications in Youth Mental Health First Aid.

What happens in severe weather?

If dangerous weather occurs (such as storms, high winds, or extreme heat), outdoor activities will be paused or moved indoors, and campers will be brought to safe, sheltered areas. CBYC 2026 Staff Team and venue staff monitor weather conditions closely and will adjust the schedule as needed. Parents/guardians will be notified if severe weather impacts the program in any significant way.

Will leaders contact parents in the case of an emergency?

Yes. If there is any emergency involving your child, the camp leaders will contact parents or guardians immediately. We will keep you fully informed and take all necessary steps to ensure your child's safety and wellbeing.

Accessibility & Inclusion

Does my child need to be fully fluent in Auslan?

No. Campers do not need to be fully fluent in Auslan to participate. Auslan interpreters will be available throughout the camp, and activities are designed to be accessible for Deaf and hard-of-hearing campers. Everyone is welcome, regardless of their level of Auslan skills.

Is the camp fully wheelchair accessible?

The main areas of the camp are wheelchair accessible, including the dining hall, main hall, and lodge buildings, which all have concrete or asphalt walkways. There are accessible rooms and bathrooms. Some other paths and driveways are gravel, and parts of the camp further into the forest may be uneven or sloped. For any campers using wheelchairs we recommend using a suitable wheelchair for mixed terrain.

Can my child bring a support worker with them?

Campers who require additional support may be able to bring a support worker or carer. Please notify the camp team during registration so we can ensure all checks are met and plan for supervision, accommodation, and any additional needs.

Fees, Payment & Cancellations

How much does the camp cost, and what's included?

The Crossing Borders Youth Camp registration fee is \$506 per camper.

This fee is heavily subsidised thanks to the generous support of our sponsors, including Deaf Connect.

What's included:

Registered camp participants will receive:

- 4 nights' accommodation in shared dormitories
- Full bed linen (pillow, quilt, sheets)
- All meals from lunch on Day 1 to lunch on Day 5
- All camp activities and workshops
- Bus transfer to and from the camp (2x different pick-up/drop-off locations in Melbourne)
- A welcome pack, including a camp t-shirt

What's not included:

- Flights to/from Melbourne Airport
- Transport to/from the State Netball and Hockey Centre if not using the airport transfer.

If you are experiencing financial hardship, we encourage you to contact us so we can work together to explore possible solutions.

Can we use NDIS to pay for the camp?

Families may be able to use their child's NDIS plan to cover the support delivered during Crossing Borders Youth Camp, depending on the participant's goals and available funding.

Deaf Connect is registered under several NDIS support categories. The two most suitable line items for Crossing Borders Youth Camp are:

1. Community, Social and Recreational Activities
(04_210_0125_6_1 – Community Social and Recreational Activities)
2. Community Participation Activities
(09_011_0125_6_3 – Community Participation Activities)

However, every child's NDIS plan is different, and funding availability varies.

We strongly recommend checking with your Plan Manager or LAC/NDIS Planner to confirm:

- Whether the camp aligns with your child's NDIS goals
- Which funding category is most appropriate
- Whether sufficient funding is available in the relevant budget

Families will be asked to let us know which category they intend to use, so that we can invoice correctly after the camp.

What is your cancellation and refund policy?

More than 7 days before camp:

- Using NDIS plan - the \$50 non-refundable registration fee is retained by camp organisers, but nothing will be billed to the plan.
- Self-funded – full fee will be refunded (less \$50 non-refundable registration fee)

Less than 7 days' notice before camp / no notice given:

- No refund (100% of the \$506 fee is retained / billed to NDIS plan).

How do I pay for the camp?

Self-funded (not using NDIS funding):

If you are not using an NDIS plan to cover the cost of the camp, an invoice for the full camp fee will be issued after you complete the registration form.

Please arrange payment promptly. Your child's place in the camp is not confirmed until full payment has been received.

Using NDIS funding:

If you intend to use your child's NDIS plan to cover the cost of the camp, a \$50 non-refundable registration fee is required to secure your child's place. After you complete the registration form, you will receive an invoice for the \$50 contribution.

Once the camp has concluded, the remaining balance will be invoiced in the appropriate way, depending on how your child's NDIS plan is managed (eg. self-managed, plan-managed, or NDIA-managed).

What happens if you cancel the camp?

In the unlikely event that the camp is cancelled, all families will be notified as soon as possible. Any fees already paid will be refunded in full. We will also provide information on alternative arrangements or future camp dates where possible.

Other Common Questions

My child has never been on a camp – does this matter?

Not at all! Crossing Borders Youth Camp welcomes first-time campers. Our programs are designed to be inclusive, supportive, and fun for everyone, whether it's your child's first camp or they've attended one before. CBYC 2026 Staff Team are there to guide, support, and encourage all campers so they feel comfortable, confident, and included throughout the experience.

What if my child doesn't know anyone at the camp?

That's completely fine! Crossing Borders Youth Camp is designed to help campers make new friends and build connections. Activities are structured to encourage teamwork, communication, and social interaction, and CBYC 2026 Staff Team are on hand to support campers who may feel shy or unsure. Many campers arrive without knowing anyone and leave with new friends and great memories.

Can I visit my child during the camp?

For safety, supervision, and to allow campers to fully participate, parents/guardians are not able to visit during camp. If there is an urgent need to contact your child, CBYC 2026 Staff Team are available to communicate messages and support the camper.

Can my child leave early or arrive late?

Campers are expected to attend the full duration of the camp to participate safely in all activities and get the most out of the program. Late arrivals or early departures are only permitted in emergencies or for other exceptional reasons and must be arranged with CBYC 2026 Staff Team in advance.

Will you use photos of my child on social media or promotional material?

Photos or videos of campers will only be used if permission is granted during the registration form process by the parent/guardian. No images of your child will be shared publicly without your permission.

Does my child need to bring any money with them?

Yes, campers may bring a small amount of money if they wish to purchase snacks, particularly for those traveling from interstate. Campers are responsible for managing their own money during the camp.

Contact Information / Further Questions

Who do we contact with other questions?

For any other questions or additional information about the camp, please contact CBYC Coordinator, Maxima La Rosa at connect@deafconnect.org.au / 0439 807 571 (voice / text).