



Community Youth & Children's
Services Association Inc



Parent Handbook

2021

Other than being part of a supportive family and going to a great school, being part of a safe and supporting community is what every child needs to grow up happy, calm and confident.



Acknowledgement

We acknowledge the Traditional Custodians of the land on which we work, meet and live, and recognise their continuing connection to land, water and community. I pay respect to Elders past, present and emerging.

We acknowledge with deep respect, the First Nations of this country, in particular, the Turrbal, Jagera, Wakka Wakka, Gubbi Gubbi, Quandamooka and Bundjalung people of this region; their Elders and Ancestors.

We mourn their dispossession and celebrate their resilience; seeking as an organisation to draw hope and inspiration from their wisdom and history; and to acknowledge and celebrate through our work, the continuity of Indigenous life and culture in the lands in which our work is located.



Top 10 things to remember about using a Jabiru service

1. Your child/ren must be enrolled
2. We must have received a booking in writing for your child/ren before we can care for them
3. If your child/ren won't be attending on a booked day, please let us know so we don't have to track you down to find out where they are
4. You - or a person you authorise - must sign your child/ren in and out each session they attend
5. Only people you nominate can sign your child/ren in or out unless you tell us in writing of a variation
6. Registering for Child Care Subsidy will significantly reduce the cost of care
7. We make it easy for you to pay by offering a direct-debit service. If you wish to pay a different way, please do so before the direct-debit date on your statement
8. Your child/ren must bring a broad-brimmed or legionnaire-style hat to vacation care
9. Our educators work long days and we like them to be able to go home on time. Please pick your child/ren up before closing time or you will pay a late fee
10. Please keep your contact details up to date, particularly your email address as we email you all relevant information.

Forms and further information are available at our website: www.jabiru.org.au/kids, by phoning our office on 07 3269 0044 or emailing office@jabiru.org.au.

Translating and Interpreting Service

The Translating and Interpreting Service (TIS National) is available to help people who do not speak English. If you need help understanding Jabiru's information or communicating with us, you can contact the service on 131 450 or talk to us at Jabiru and we will contact them for you.



Jabiru Calendar

This is the general calendar for all Jabiru school-age care services. There may be local variations for individual services. If there are, your Service Manager will make sure you know about them.

Jabiru is closed on all public holidays and the Christmas break (detailed below):

2021

1 January	New Year's Day public holiday
4-22 January	Summer vacation care program
4 January	First day students entering prep in 2019 may attend
25 January	Closed
26 January	Australia Day public holiday
27 January-1 April	Term 1 school-age care
2-5 April	Easter public holidays
6-16 April	Easter school holiday program
19 April - 25 June	Term 2 school-age care
3 May	Labour Day public holiday
14 May	Ipswich Show Day Public Holiday (Spring Mountain only)
28 June – 9 July	Mid-year school holiday program
12 July-17 September	Term 3 school-age care
9 August	Ekka public holiday (Redlands and Moreton Bay)
11 August	Ekka public holiday (Brisbane)
3 September	Jabiru open vacation care hours for student free day
20 September-1 October	September school holiday program
4 October	Queen's Birthday public holiday
5 October-10 December	Term 4 school-age care
13-23 December	Summer vacation care program
23 December	Last day students graduating Year 6 may attend
24 December-1 January	Closed for Christmas break

2022

3 January	New Year's Day public holiday
4-21 January	Summer vacation care program
3 January	First day students entering prep in 2020 may attend
24 January	Term 1 school-age care commences
26 January	Australia Day public holiday



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Welcome to Jabiru

Jabiru offers quality care for children at 17 Queensland schools. We set high standards that others seek to follow. Each of our services is a community, where it's fun to belong.

Every Jabiru site is licensed under the *Education and Care Services National Law (Queensland) Act 2011* and Education and Care Services National Regulations. We operate within the National Quality Framework and each of our services seeks to exceed the requirements of the National Quality Standard across its seven quality areas. More information is available from our services.

The Jabiru difference

Jabiru story

Jabiru's story begins in 1985, as a locally based organisation that provided before, after and vacation care activities for families in Bracken Ridge and Brisbane's outer northern suburbs. Today we are privileged to connect with more than 4,500 families across South East Queensland, providing exceptional community development, social, emotional and practical support program with children, young people and families.

Folklore

Jabiru was named after the Australian native bird. The Jabiru flies from as far as the Northern Territory to the Tinchi Tamba Wetlands – adjacent to the community of Bracken Ridge where our organisation was founded – to bond for life and nest to raise their young. That story and its commitment to nurture, nature and community, continues.

Our services

We have now grown to 180 staff working in School-age Care services, a Health and Wellbeing Hub of allied health professionals working in the community and in primary and high schools across South East Queensland, and our own high school, Jabiru Community College.

Our communities enjoy the benefits of a purpose-driven workforce that creates a culture of reflection, continual improvement and exceptional service quality.

Our imagery

Our logo artwork contains 'rainbow' lettering and an element that for want of a better name, we have called the *Rainbow Splatter*.

Rainbows are ancient icons. In numerous spiritual traditions, the rainbow is a key symbol. For many Indigenous cultures, the Rainbow Serpent represents the initial sacred act of creation in the Dreaming that brings into existence the landscape, along with the connection of people with that landscape.

At Jabiru we value diversity. Not as something to be tolerated or accepted, but as a powerful positive active energy that is enriching and life-giving. The rainbow has been widely used in art and story in many cultures as a symbol of hope, love, inspiration, creativity and diversity.

The *Rainbow Splatter* also suggests the innocent, spontaneous joyous creativity of childhood; something that can remain with us throughout our lives.

Finally, the chaotic nature of the *Rainbow Splatter* is a familiar element of the kind of work we do. When the Jabiru logo is set against the splatter, the name of the organisation rises out of this chaos without needing to destroy the exciting beautiful energy within which it lives.

Jabiru vision

Communities in which strong, confident children and young people live safe, fulfilling lives.

Jabiru purpose

Jabiru partners with children, young people and families, particularly focusing on those experiencing vulnerabilities, by creating safe places and relationships that connect people, resources, ideas and communities

Jabiru is a local, social-purpose, not-for-profit organisation

Jabiru partners with children, young people and families, particularly focusing on those experiencing vulnerabilities, by creating safe places and relationships that connect people, resources, ideas and communities.

Jabiru is more than a school-age care provider. Our **deep-rooted history in community development** and wraparound support services provides the cornerstone of our practice within a school-age care context. As a local not-for-profit community organisation, embedding ourselves in local communities is not an add-on. It is what we were created to do. It is in our DNA.

At Jabiru you can be confident we will provide the best care for your child/ren. We offer:

- Great programs and activities, based on our *Communities for Kids* practice framework
- Fresh food prepared on site (with help from children if they're interested)
- Variety of play and learning equipment
- Long-term, highly qualified educators
- Fair fees
- Convenient systems for enrolling, booking and paying.

Our philosophy

This philosophy statement provides the foundation for all Jabiru activities, policies, and procedures. These principles underpin our Jabiru school-aged care program:

We provide programs in a way that:

- Protects children from harm
- Respects children's dignity and privacy
- Promotes children's wellbeing
- Provides positive experiences for/with children

Children's physical, emotional and social needs will be met in a safe, caring, and supportive environment

The best interests of children are our paramount concern

We provide meaningful programs that incorporate elements of play with elements of daily real-life experiences

We recognise freedom of choice in experiences, balanced with age-appropriate programming and opportunity for support of child-initiated planning.

School Age Care Communities

Children, parents, staff and relevant community members are treated with respect and their views in relation to the proper operation of Jabiru sites are considered and valued.

We recognise and respect parents as primarily responsible for the upbringing, protection and development of their children, and we aim to support parents in that role, to the greatest extent possible

We encourage and welcome open discussion with us on all issues relevant to the operation of Jabiru.

PART ONE: QUICK GUIDE TO JABIRU

Programming

Our programs

Jabiru's activity programs are designed based on years of experience, the national *My Time, Our Place* school-age care framework, and our unique *Communities for Kids* practice guidelines. We seek input from children to make sure our program caters to their interests. There will always be a mixture of physical activity, arts and crafts, science, imaginary play, games and learning activities on offer.

Our program will be on display in your service each week outlining the activities available that week.

The importance of play

We recognise the importance of play for children. One of the primary objectives of our program planning is to support the natural play that children initiate and engage in spontaneously. Children's right to play and the value of child-initiated play are acknowledged in the way the environment and programs are structured and in the opportunities provided to children to play in their own time. Creative, self-directed play should not be viewed as wasted time but rather as the medium for some of the richest experiences and most powerful learning of childhood. In this context, we provide children with a safe, stimulating environment and the time to explore, create, experiment and express themselves. At the centre of our program planning is the contributions made by the children at our services. Consideration is always given to the ages, abilities, needs and cultural requirements of our children.

We will collect information from you and your child/ren at the time of enrolment and then ongoing throughout your child/ren's time with us that will inform our program practice and allow us to scaffold and extend your child/ren's interests and abilities.

My Time Our Place

The educational program and practice of our services is informed by My Time Our Place, the approved learning framework for school-age children attending outside school hours care (OSHC) services.

The My Time Our Place framework acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any particular time or place. Developing life skills and a sense of enjoyment are emphasised. The Framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school-age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities. (*Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments (2011). My Time Our Place: Framework for School Age Care in Australia. Canberra. Commonwealth of Australia*)

Communities for Kids

This is about a world where our children are the centre of our lives because they bring out the best in us. They bring out our shared hope for a safe and happy future, our desire for a clean and peaceful world where everyone gets a fair go, and our infinite capacity to care for them and each other.

At Jabiru, we call this *Communities for Kids*© or *C4K*©.

C4K is an invitation to an adventure in building a community that has our children at the core of its purpose. We invite you to adventure with us. To know some of the things we know and to teach us what you know. To hear the story of things we have dreamed, and to tell us your dreams.

School Age Care Communities

This is an invitation for all of us to work together when there are things to be done, to think together when there are things we need to know and understand, and to rest and play and be joyful together when we need to regather our purpose and energy.

Communities for Kids is about our children, their families and friends, the neighbourhoods where they live, and the schools they go to. And it's about the things we can be and do together to make sure that they lead full happy confident lives.

The educational program of our service will contribute the following outcomes for each child:

They will have a strong sense of identity

They will be connected with and contribute to his or her world

They will have a strong sense of wellbeing

They will be a confident and involved learner

They will be an effective communicator.

As a parent/carer, you have a right under legislation to access information about the content and operation of the educational program for our service and to see a program displayed in an area accessible to you. You also have a right to a copy of any evaluations of your child/ren's wellbeing, development and learning that are completed by the service.

Homework

We offer a range of Homework actives across our services from providing self-guided homework time, Curious Kids Homework Club and one-on-one tutoring.

Self-guided homework time

In consultation with you, we will provide adequate time, resources, space and supervision by educators to enable your child/ren to undertake their homework tasks.

We ask that you provide us with information as to whether you would like your child/ren to complete their homework while they are in our care. Our educators may not be able to provide individual attention to each child while they undertake homework tasks and are not responsible for checking or signing off the completion of homework tasks.

Curious Kids Homework Club

'Curious Kids', a homework support program for children. Our Educators who facilitate the program will be a suitably qualified staff member, where possible a pre-service teacher will operate the program with a ratio of one Educator to six children.

The program lasts for one hour and be available during normal Jabiru after school care operating hours. For example, children would come to after school care, play, have afternoon tea and then go to a separate room for 'Curious Kids'. They would then go back to the program to connect with friends until pick up. No extra fee would apply.

One on one tutoring

Children would attend our after school care program with the inclusion of an (1) hour of dedicated one-on-one tutoring.

There will be an extra cost, like 'special guests' during vacation care, but we ensure it is as competitive as possible. The tutor will be a suitably qualified staff member, e.g. pre-service teacher and there will be a direct link to the school to work with a child's teachers on specific needs. Like 'Curious Kids' children would come to after school care, play, have afternoon tea and then go to their one-on-one tutoring session. They would then go back to the program to connect with friends until pick up. Your child will be fed, they can play with friends before and after the tutoring and no time spent on travelling to an external tutor.

These options vary from service to service, please check with your service manager to check the availability of each of these homework support options.

Getting started

To begin using this Jabiru service, you will need to:

1. Enrol your child/ren
2. Book the days you need.

How to enrol

You will need to complete an enrolment form that tells us:

Your contact details and information about your child/ren

Your Child Care Subsidy (CCS) information if applicable

Your child/ren's immunisation record

Who can pick up your child/ren

Your bank details for direct-debit payments.

You can complete your enrolment online through our website: www.jabiru.org.au/kids OR alternatively, call and speak to our customer team on 07 3269 0044 .

Annual administration fee

An annual administration fee of \$25.00 per family is charged when your new enrolment is confirmed, and each year when you renew your enrolment. We will process your enrolment and confirm with you in writing so you can start to use our service.

Important points about enrolments

Your enrolment forms a contract between us, in which Jabiru agrees to provide a service and you agree to pay us for that service

Your child/ren must be enrolled before they attend our service, so that they are covered by our insurances. We will do all we can to fast-track your enrolment if you need care at short notice – please contact our Customer Service team on 07 3269 0044

Preppies can attend Jabiru from the first day of vacation care, in the year they are starting school

Children graduating from primary school at the end of Year 6 can attend Jabiru's summer vacation-care program until the service closes for the Christmas break. They can only attend in January in exceptional circumstances.

Types of bookings Permanent or advanced bookings

Permanent or advanced bookings are those made **before 6pm on the Thursday of the week prior to the care needed** for any combination of sessions. Permanent or advanced bookings will be charged at the permanent booking rate.

Late bookings

Late bookings are those made after Thursday 6pm for the following week before care is needed. Late bookings will incur a \$5 surcharge on the 'Permanent or Advanced' booking fee.

Vacation-care bookings

Permanent or advanced bookings are those made **before 6pm on the last Thursday of the school term** for any combination of sessions. Permanent or advanced bookings will be charged at the permanent booking rate.

* Note that all surcharges to your account will be reduced by CCS, depending on your eligibility.

Making a booking

Permanent or advanced bookings

To book regular days (e.g. every Tuesday and Thursday), **go to My Family Lounge** (online) and request a new booking, select the days you need and we will confirm your booking request by the next working day (subject to availability). You can also use the My Family Lounge Casual Booking app to make irregular bookings. All booked days received by 6pm on the Thursday prior to the week you start will be charged at the 'Permanent or Advanced' rate. Any days that fall outside that period will be charged at the 'Late' booking rate until the next following week.

Late bookings

To select specific dates for a school term, use My Family Lounge. All booked days received by 6pm on the Thursday prior to the week you start will be charged at the 'Permanent or Advanced' booking rate. Any days that fall outside that period will be charged at the 'Late' rate until the next following week.

Vacation bookings

For vacation care, you can book the days you need before each holiday as an Online Permanent Booking Request or use My Family Lounge app. Bookings made before 6pm the last Thursday of any school term will be charged at the current vacation-care (permanent rate) fee. All other bookings will be charged at the 'Late' rate.

If you are having any difficulties accessing My Family Lounge or need help with other aspects of your 2020 enrolment, please call our Customer Service team on 3269 0044.

Important points about bookings

The number of children we can care for is limited by our licensed capacity for each site and the number of educators available. At times we may not be able to accept a booking

Permanent bookings take priority if spaces are limited

Please give us plenty of notice for a booking so we can make sure we have enough educators to care for your child/ren according to government requirements

If you need to book at short notice, use the My Family Lounge Casual Booking app or phone 3269 0044 to make sure your child/ren can be cared for

We cannot care for a child unless we are informed in advance that they are attending – in an emergency this can be by phone or email but please make sure you have an acknowledgement from us that we have the space and educators to care for your child/ren that day.

Cancelling a booking

To cancel your permanent booking, email office@jabiru.org.au Please include your child/ren's name/s, the service they attend and the dates you want to cancel. To cancel particular dates, use the My Family Lounge Casual Booking app or email us with the details.

Alternatively, you can cancel via email or a written note to your local service. Please include your child/ren’s name/s, the service they attend and the dates you want to cancel.

Important points about cancellations

We require 48 hours’ notice in writing to cancel a booking

If you do not provide 48 hours’ notice, we will charge you the normal fee, less any CCS you are entitled to, unless you provide a medical certificate for your child/ren

Please note that CCS is payable for up to 42 absences per financial year – any absences beyond this may be charged to you at the full rate

If your child/ren won’t be attending on a day you’ve booked, we need to know, even if you can’t give us 48 hours’ notice. If a child is on our roll and doesn’t attend, we have to try to contact you to check they are OK. In some cases, this has meant having to contact the Police when we haven’t been able to get hold of parents. Please avoid this stress by using the My Family Lounge Casual Booking app, phoning, emailing or texting your local service to let us know your child/ren won’t be there.

Changing your enrolment details

Please make sure you let us know if you change any of the details provided to us on the enrolment form, including:

Your address

Your work or home phone numbers

Your direct-debit details

Any medical condition your child/ren develops that requires special attention

Any changes to pick-up permissions or custody arrangements.

You can log into My Family Lounge to view and update your enrolment, you can email us these changes or you can use the relevant form from our website.

Families with shared custody

Families with shared custody arrangements where both caregivers require the Jabiru service, each caregiver will need to complete separate enrolments and bookings and contact Centrelink to make CCS arrangements.

Costs and payments

At Jabiru we aim to keep our prices fair. You can find the fees for your service at the service or at our website. Contact our office on 3269 0044 for a quote to work out how much you will pay after CCS.

What’s included?

Our fees include:

Service	Inclusions
Before-school care	Healthy breakfast – cereal and toast every day, plus special breakfast options one or two times each week
After-school care	Afternoon tea – fruit, vegies and a substantial snack



Vacation care	<p>Late snack – a healthy snack about 5pm to help children make it through to dinner</p> <p>Great activities</p> <p>Healthy breakfast</p> <p>Late snack</p> <p>Great activities</p> <p>(Our holiday excursions and special guests cost extra – we try to keep these costs as low as possible)</p>
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How to pay

All Jabiru fees are payable in arrears, not in advance. We will email you a fee statement every week.

Jabiru requires all families to provide a Direct Debit Authority nominating a financial institution account to pay your fees from. Direct debit assists parents with convenient ways to pay, helps Jabiru avoid bad debts and keeps administration costs lower so we can invest more in our services.

You can nominate whether you want us to debit your account weekly or fortnightly on a Thursday.

If you wish to avoid having fees taken from your account, you can pay your account in full as detailed in your fees statement, before the direct-debit date on your statement. If we do not receive your payment by this date, we will debit your nominated account.

You can pay by one of the following methods:

Direct debit (this will happen automatically unless you pay before the direct-debit date)

EFTPOS

BPay (minimum \$25): allow two business days before your account settlement day or advise us of the receipt number for the transaction and the amount paid by phone or email prior to the account settlement day

Credit card over the phone call 3269 0044

Cheque

Cash (note that we do not hold cash floats and can't guarantee we can give change).

How to reduce your costs – Child Care Subsidy

CCS is a payment based on your family's combined incomes. Families on lower incomes could receive significant reductions in their fees. CCS hours are allocated per fortnight based on your family's hours of approved activity. These hours are not spread evenly over the fortnight, so parents need to be aware of their hour usage – especially during vacation care.

The table below gives an example of the difference this benefit can make. It's worth registering – the savings can be very significant! (*note that fees differ from service to service)

Service	Full fee*	Cost to you with 50% CCS	Cost to you with 85% CCS
Before-school care	\$16.00	\$8.40	\$3.08
After-school care	\$23.70	\$12.44	\$4.56
Vacation care	\$57.80	\$29.19	\$10.59



Register for CCS by calling Centrelink on 13 61 50 OR go online to register via the Department of Human Services website <http://www.humanservices.gov.au/>.

If you already have a Centrelink Customer Reference Number, it's easy to register. If not, you may need to allow a little time, but it will make a significant difference to the cost of your care.

Other government assistance: Assistance with fees may also be available through Additional Child Care Subsidy. Phone 13 61 50 to find out more.

Overdue accounts

If your account is overdue, we will contact you to discuss options. If your fees are overdue for more than 14 days and you don't meet the requirements of our Financial Hardship Policy, we may have to stop service to you until arrangements are made to pay your debt to us. In cases of ongoing failure to pay, we may engage a debt collection agency to act for us, in which case you will be liable for a debt-collection charge on top of the outstanding fees. We may also notify a Consumer Credit Listing Agency of your outstanding debt to us.

Financial hardship

Jabiru will not refuse service to children because of a genuine financial hardship faced by their caregivers. Our Financial Hardship Policy outlines the assistance we may be able to provide if caregivers experience a financial crisis such as an uninsured loss or sudden loss of income from serious accident, illness or death. If you are in this situation, please talk to your Service Manager or our head-office Customer Service team to find out how we can work together.

What to expect

Before-school care

Children can be dropped off and signed in any time after the service opens – see your local service profile for details. We serve breakfast from 6.30am to 8am. Mornings are fairly relaxed, with a range of activities to choose from.

After-school care

After carefully checking the attendance register, we serve afternoon tea and discuss our program for the afternoon. Children can choose from a programmed activity or to use toys, games, sports equipment and craft materials that are available. We always have a range of different activities on the go, and children choose the activities they want to do that day: sports, adventure games, team games, art, cooking, performing, construction, science or free play. Children are encouraged to do homework.

Around 5pm, we find they've worked up an appetite, so we serve a late snack to tide children over until dinner.

Vacation care

Jabiru holidays are heaps of fun. We'll send you our vacation program before each school holiday so you can avoid the vacation juggle and know your child/ren will be well cared for. If for some reason we can't offer vacation care at your school, your child/ren will be welcome at one of our nearby services.

Just for preppies

We ease prep children into school life. They can start with us from January of the year they are starting school. Our Prep Specialists will walk preppies to their classrooms before school and pick them up after school, so they don't get confused. We continue this for the first few weeks of Year 1, until they are confident to find their way independently to and from Jabiru.

Our Educators

All our educators meet qualification and training requirements set out in the National Quality Framework and all have Positive Notice Blue Cards. You can be confident that the educators at your service will be trained and competent, and that we will meet the required educators: child ratios.

At each site, our Service Manager wears a red hat, our Educators wear green hats, our Prep Specialists wear fluoro yellow hats, and all wear lanyards and ID badges. A profile of the educators at your local service is available from the service. Drop in and say hi!

Our food

Jabiru is known for the quality and variety of our food. We work within nutrition guidelines, including PANOSH, Education Queensland's Smart Choices and Nutrition Australia advice. We always attempt to accommodate special dietary requirements, so please let us know about your child/ren's needs. Check our menu each week – you are welcome to send nutritious snacks if you know your child/ren won't eat the menu item on a particular day. We also welcome suggestions from children and families, including recipes and menu ideas. A menu will be displayed each week outlining the food on offer that week.

Our programs

Jabiru's activity programs are designed based on years of experience, the national *My Time Our Place* school-age care framework, and our unique *Communities for Kids* practice guidelines. We seek input from children to make sure our program caters to their interests. There will always be a mixture of physical activity, arts and crafts, science, imaginary play, games and learning activities on offer. Our program will be on display in your service each week outlining the activities available that week.

Getting the most out of your Jabiru service

What to bring

Before and after school care:

We follow each school's sun safety policy. You will need to bring a broad-brimmed hat as per your school's requirements

If your child/ren has homework to complete, they will need to bring it along.

Vacation care:

Your child/ren will need a shady broad-brimmed or legionnaire-style hat in accordance with Jabiru's sun safety policy

Closed in shoes

They will need to bring morning tea, lunch and afternoon tea at most of our services, just like they do for school, check your service for exact details

Bring a drink bottle labelled with their name for drinks of water during the day

They will need appropriate clothing for the weather. Clothing should be sun smart, for example with sleeves covering their shoulders

Your child/ren should have 30+ sunscreen in their bag. You need to apply this before they arrive, and we will ensure they re-apply regularly throughout the day. We recommend zinc cream for lips, nose and ears.

Important information about hats at vacation care

For sun safety, Jabiru requires children at vacation care to wear a hat with a broad (10-12cm) brim or a flap at the back to shade the face and back of neck. Caps are not acceptable. Jabiru has stocks of hats available at cost price if you arrive without a hat and don't want to go home to get one. If we realise your child/ren does/do not have a hat after you have left, we will provide your child/ren with one and charge it to your account.

What not to bring

We don't allow children to use their own mobile phones, iPads and other devices while in our service. We are very happy for children to use the service phone if they need to contact their parent or caregiver. Note that we do offer 'tech days' during vacation care, when children can bring their devices to Jabiru and participate in targeted activities.

We discourage children from bringing toys or sporting equipment. If they do, please note that Jabiru will not be responsible for lost, broken or stolen items.

Dropping off

When you drop your child/ren at before-school care or vacation care, you will need to sign them in on the Kiosk in the parent area.

Picking up

Only people authorised in writing by you can pick up your child/ren. This is for your child/ren's safety. You can authorise people on your Enrolment Form or in writing by letter, fax or email, including the person's name and address, so we can check their identification.

Important information about late pickups

All Jabiru services close strictly at 6pm unless otherwise advertised. You need to arrive before 6pm to allow time to collect your child/ren and belongings and sign out by this time

At most Jabiru services, parents picking up after this time will incur a penalty fee of \$1 per minute per child, with a \$10 minimum fee per child for each late pickup. Check your service's fee schedule for details

If you are going to be late, please arrange for your child/ren to be picked up by someone else if possible (and let us know in writing who this will be if they are not on your Authorised Contacts list)

Jabiru educators have families and commitments of their own – we appreciate your consideration in picking up on time so they can enjoy their lives too!

Extracurricular activities

With permission from parents and caregivers, children can leave Jabiru to attend an activity within the school, such as sports coaching, band or swimming lessons. If you wish to arrange this, please advise us in writing the time your child/ren can leave and the time they will return to Jabiru.

Solving problems

If your child will be absent

Please let us know if your child/ren will not be attending Jabiru on a day you have booked. Otherwise, we will try to locate your child/ren, including ringing you and other caregivers, contacting the school principal and in extreme cases when we are unable to contact you, contacting the Police. Please call, text or email to advise that your child/ren will be away.

Please note the school does not pass on information to us about children who are absent or who have left during school hours, so you need to advise us separately.

If there is an incident involving your child

We will advise you of major incidents involving your child/ren, such as incidents that cause substantial risk to a child, educators or facilities, or repeated incidents.

If your child is ill

Children should not attend Jabiru if they are sick. We follow the same policies on infectious diseases as Education Queensland. At each service, we display a poster setting out when children should be kept home.

If your child/ren or a member of your immediate family is sick and you provide us with a medical certificate, we will waive the requirement for 48 hours' notice of cancellation.

If your child becomes sick or injured at Jabiru

If your child becomes sick or is injured at Jabiru, we will contact you to collect your child. If your child has a serious injury and requires emergency care, we will call an ambulance first and then call you.

If your child needs medication

Jabiru educators can administer prescribed medication if you provide appropriate information and permission, including the packaging from the pharmacist stating the child's name, dosage and other details. You will need to complete a Jabiru Authority to Administer Medication form. If your child/ren has/have a severe allergy or asthma, we will require a Medical Action Plan from your doctor.

- Medical conditions communication plan
- Medical conditions risk minimisation plan

If you don't want us to use images of your child

Please tell us on your enrolment form if you don't want us to take photographs or interview your child/ren to promote Jabiru's programs.

If your child's behaviour is disruptive or inappropriate

We will advise you if your child/ren's behaviour at Jabiru is disruptive or inappropriate.

If the behaviour is seriously disruptive or inappropriate, we will phone and ask you to collect your child/ren **immediately**. If it is ongoing, you may be given a copy of Jabiru's Behaviour Guidance Policy. Under this policy, we can issue suspensions that are in line with Education Queensland guidelines and the policies of your school.

If your behaviour is inappropriate

We expect you to behave appropriately at all times when you are at Jabiru. This includes: appropriate treatment of your own child; only positive interactions with other children, parents and carers; treating our educators with courtesy and respect and responding to their requests.

If there is an issue between your child and another child, DO NOT address it yourself – instead, please raise it with our educators.

If we experience repeated abusive language or behaviour, swearing or other inappropriate language, we will ask you to arrange for someone else to drop off and collect your child. We will refer all threatening behaviour to the Police.

Please see our Code of Conduct for parents, guardians and all adult visitors.

If we are concerned about your child's safety

Jabiru's Child and Youth Risk Management Strategy outlines how we protect children from harm while they are in our care, and how we respond to concerns that they might be at risk in other parts of their lives. If we are concerned about a child's safety, we are required as mandatory reporters to notify Queensland's child safety authorities.

Communicating with Jabiru

Sharing information

At your Jabiru service, our educators try to share information with you about activities for the day. In the parent area where you sign in, you will see the program and menu for the week, along with some information about what happened each day. From time to time, we will write to you or email you with information about the service. But mainly we encourage you to talk to our educators when you drop off and pick up your child/ren.

We use emails as the most efficient way to share information with busy families. If you unsubscribe from our emails list you may miss important information you need to know.

Providing feedback and suggestions

We welcome input from parents, caregivers and children. You can provide input by:

Talking to educators at our service

Contributing suggestions to the suggestion boxes or other mechanisms at your service

Completing a Jabiru survey when we conduct one

Attending a parent meeting or Community Reference Group

Sending an email to our head office.

Getting involved

We welcome involvement from parents and caregivers. We encourage you to share your:

Skills, hobbies and interests

Ideas

Family recipes

Culture.

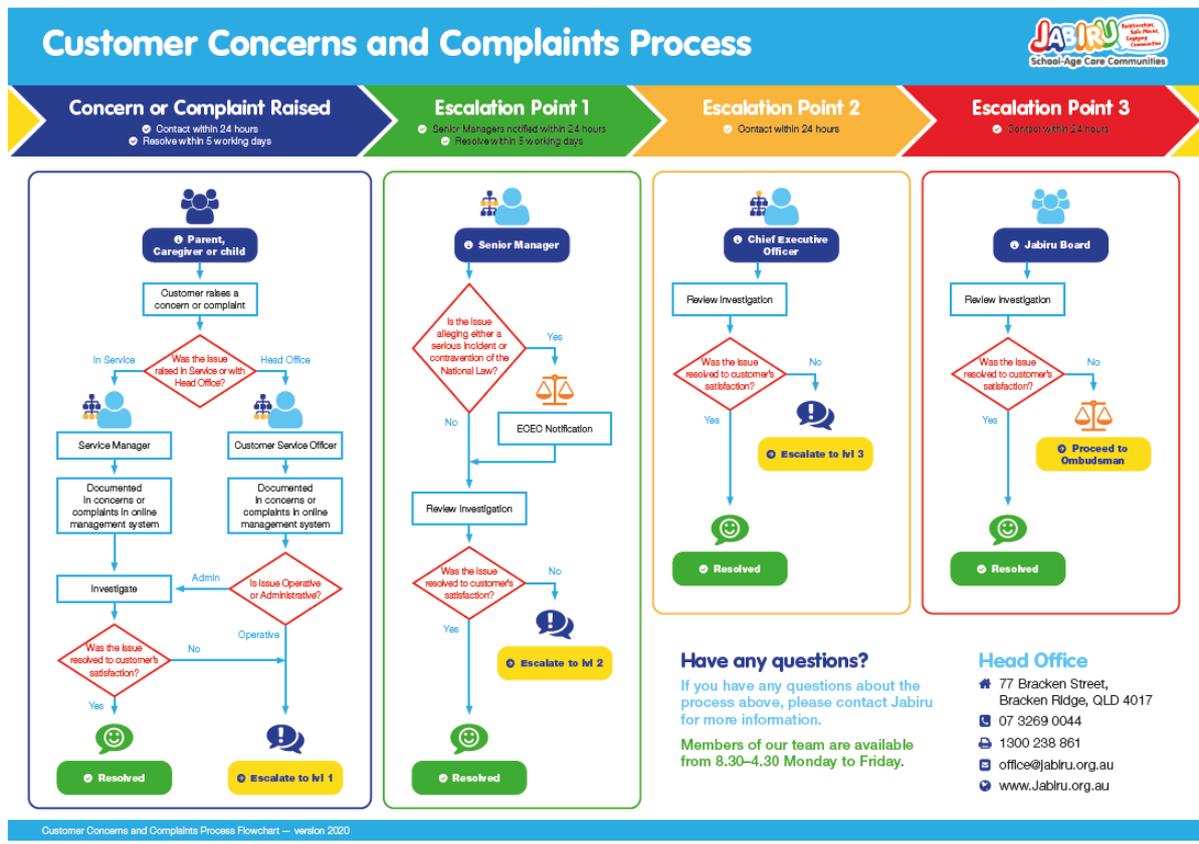
Talk to your Service Manager about how you can be involved.

If you have a concern or complaint

Raising complaints or concerns gives us the opportunity to improve. We welcome your input. If you are dissatisfied with any part of your child/ren's or your experience with Jabiru, please:

1. Talk to your Service Manager (not one of the Educators) OR
2. Contact our Customer Service team on 07 3269 0044 during office hours or email office@jabiru.org.au.

If you are still not satisfied with the way your concerns have been handled after taking these steps, please refer your complaint to the Senior Manager, School-Age Care or ask for the contact details of the Secretary of the Jabiru Board.



Code of Conduct for parents, guardians and all adult visitors

Jabiru provides an open, welcoming and safe environment. We believe that all parents, guardians and adult visitors play valuable roles in effective operation of our services and in enriching the children's program. This Code of Conduct provides guidelines for the desirable and appropriate behaviour of all adults visiting our services and reflects the values and beliefs of Jabiru as an organisation.

This Code of Conduct outlines the type of behaviour we require all adults to follow. It will assist in ensuring the safety and wellbeing of children, families and educators. It does not provide all the answers but is a broad outline of behavioural expectations.

Jabiru has a legal responsibility to provide a safe and happy environment for all children and educators at the service. As an employer, we also have a responsibility to provide, as far as practicable, a safe workplace that is free from discrimination, bullying and/or harassment.

We expect all parents, caregivers and visitors to ensure their behaviour complies with the Code of Conduct below. This code also applies to all interactions by phone, text, email and on social media

Under NO circumstance should anyone – any child, parent, guardian, visitor or educators – be approached directly in a confrontational or harassing manner.

Under NO circumstance will threatening, abusive, racist, demeaning or bullying verbal or physical behaviour be acceptable.

In relation to children

Please be a positive role model at all times

Always speak in an encouraging and positive manner

Treat all children equally and with respect and dignity

Avoid physical contact with children other than your own, unless directed by our educators, or if their safety is compromised (which should be reported immediately to the educators)

Never reprimand another person's child. Any concern about another child's behaviour should be referred to our educators immediately

Treat your own children with respect and dignity. Do not hit or smack your child/ren. Do not treat your child/ren roughly or have any contact with them that will cause them pain

Inform children if physical contact is required for an activity you are engaged in and ask them if they are happy to proceed

Ensure that all interactions with children other than your own are undertaken in full view of other adults

Never do things of a personal nature for a child that he or she can do by himself or herself – e.g. assisting him or her in going to the toilet or changing his or her clothes

Do not treat your own or other children in a way that causes them embarrassment.

In relation to other adults, including Jabiru educators & staff

Please engage with our educators in a friendly manner at drop-off or pick-up time

Use respectful language and a calm tone of voice in your interactions. Swearing, raising your voice and speaking or acting in an aggressive or dismissive manner are not acceptable

Give constructive feedback rather than negative criticism

Comply with the requests and/or instructions of our educators at all times

School Age Care Communities

Speak calmly with Jabiru educators if you have any problem with them. Do not challenge them in front of children. If you have a problem with a response, request or instruction, please just walk away calmly and take it up with the Service Manager or our head office Customer Service team at an appropriate time and in an appropriate manner

Avoid approaching Jabiru educators to discuss matters requiring a more involved conversation during a session. Ask if there is an alternative time when educators will be free from contact duties with children, so the matter can be given due consideration, care and attention

If you have a problem with a request, instruction or response from our Service Manager, please walk away calmly and contact our head office Customer Service team on 07 3269 0044. We will investigate and respond to all complaints

Avoid any behaviour that could be experienced as sexual harassment. This includes commenting on clothing, touching the person or their clothing, and making lewd or suggestive gestures or comments

Let our educators get on with their job without harassing or over-scrutinising their work. This includes cross-examining them, watching and monitoring interactions for a prolonged time, taking photographs or recording conversations

Please stay calm and do not swear on the phone to any Jabiru educators or staff members.

Other matters

Please ensure your emergency contacts are aware of this Code of Conduct

Under NO circumstance should you tell your child/ren that they do not have to listen to or comply with the instructions of a Jabiru educator. If this happens, it means we may be unable to keep them safe and we will suspend or cancel their enrolment

Smoking and consumption of alcohol or drugs is prohibited at our services at all times. Do not attend the service under the influence of drugs or alcohol

Do not allow your child/ren to bring any food that contains nuts. We have children at our services and schools who are at risk of anaphylaxis

Refrain from public criticism of children, adults, Jabiru or the school at the site

Raise any concern or complaint as outlined in Jabiru's Complaints Procedure

Understand that educators are not permitted to have families or children who attend Jabiru as friends on social networking sites.

Be responsible for any child you bring to the site if they are not enrolled. If non-enrolled children disrupt the program, you will be asked to leave the service.

Any breach of this Code of Conduct may result in the parent/guardian or visitor being unable to attend the site for a period of time, or suspension or cancellation of your family's enrolment.

Jabiru Calendar

This is the general calendar for all Jabiru school-age care services. There may be local variations for individual services. If there are, your Service Manager will make sure you know about them.

Jabiru is closed on all public holidays and the Christmas break (detailed below):

2021

1 January	New Year's Day public holiday
4-22 January	Summer vacation care program
4 January	First day students entering prep in 2019 may attend
25 January	Closed
26 January	Australia Day public holiday
27 January-1 April	Term 1 school-age care
2-5 April	Easter public holidays
6-16 April	Easter school holiday program
19 April - 25 June	Term 2 school-age care
3 May	Labour Day public holiday
14 May	Ipswich Show Day Public Holiday (Spring Mountain only)
28 June – 9 July	Mid-year school holiday program
12 July-17 September	Term 3 school-age care
9 August	Ekka pubic holiday (Redlands and Moreton Bay)
11 August	Ekka pubic holiday (Brisbane)
3 September	Jabiru open vacation care hours for student free day
20 September-1 October	September school holiday program
4 October	Queen's Birthday public holiday
5 October-10 December	Term 4 school-age care
13-23 December	Summer vacation care program
23 December	Last day students graduating Year 6 may attend
24 December-1 January	Closed for Christmas break

2022

3 January	New Year's Day public holiday
4-21 January	Summer vacation care program
3 January	First day students entering prep in 2020 may attend
24 January	Term 1 school-age care commences
26 January	Australia Day public holiday

PART TWO: JABIRU IN MORE DETAIL

Quality Area 1 – Educational program and practice

Our programs

Jabiru's activity programs are designed based on years of experience, the national *My Time Our Place* school-age care framework and our unique *Communities for Kids* practice guidelines. We seek input from children to make sure our programs cater to their interests. There will always be a mixture of physical activity, arts and crafts, science, imaginary play, games and learning activities on offer.

Our program will be on display in your service each week outlining the activities available that week.

The importance of play

We recognise the importance of play for children. One of the primary objectives of our program planning is to support the natural play that children initiate and engage in spontaneously. Children's right to play and the value of child-initiated play are acknowledged in the way the environment and programs are structured and in the opportunities provided to children to play in their own time. Creative, self-directed play should not be viewed as wasted time but rather, as the medium for some of the richest experiences and most powerful learning of childhood. In this context, we provide children with a safe, stimulating environment and the time to explore, create, experiment and express themselves. At the centre of our program planning is the contributions made by the children at our service. Consideration is always given to the ages, abilities, needs and cultural requirements of our children.

We will collect information from you and your child/ren at the time of enrolment and then ongoing throughout your child/ren's time with us that will inform our program practice and allow us to scaffold and extend your children's interests and abilities.

My Time Our Place

The educational program and practice of our services is informed by My Time Our Place, the approved learning framework for school-age children attending OSHC services.

My Time Our Place framework acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any particular time or place. Developing life skills and a sense of enjoyment are emphasised. The Framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school-age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities. *(Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments (2011). My Time Our Place: Framework for School Age Care in Australia. Canberra. Commonwealth of Australia)*

Communities for Kids

Is about a world where our children are the centre of our lives because they bring out the best in us. They bring out our shared hope for a safe happy future, our desire for a clean and peaceful world where everyone gets a fair go, and our infinite capacity to care for them and each other.

At Jabiru, we call this *Communities for Kids*© or *C4K*©.

C4K is an invitation to an adventure in building community that has our children at the core of its purpose. We invite you to adventure with us. To know some of the things we know, and to teach us what you know. To hear the story of things we have dreamed, and to tell us your dreams.

We extend an invitation for all of us to work together when there are things to be done, to think together when there are things we need to know and understand, and to rest and play and be joyful together when we need to regather our purpose and energy.

Communities for Kids is about our children, their families and friends, the neighbourhoods where they live, and the schools they go to. And it's about the things we can be and do together to make sure that they lead full happy confident lives.

The educational program of our service will contribute the following outcomes for each child:

They will have a strong sense of identity

They will be connected with and contribute to his or her world

They will have a strong sense of wellbeing

They will be a confident and involved learner

They will be an effective communicator.

As a parent/carer, you have a right under legislation to access information about the content and operation of our educational program and to see a program displayed in an area accessible to you. You also have a right to a copy of any evaluations of your child/ren's wellbeing, development and learning that are completed by the service.

Homework

We offer a range of Homework actives across our services from providing self-guided homework time, Curious Kids Homework Club and one-on-one tutoring.

Self-guided homework time

In consultation with you, we will provide adequate time, resources, space and supervision by educators to enable your child/ren to undertake their homework tasks.

We ask that you provide us with information as to whether you would like your child/ren to complete their homework while they are in our care. Our educators may not be able to provide individual attention to each child while they undertake homework tasks and are not responsible for checking or signing off the completion of homework tasks.

Curious Kids Homework Club

'Curious Kids', a homework support program for children. Our Educators who facilitate the program will be a suitably qualified staff member, where possible a pre-service teacher will operate the program with a ratio of one Educator to six children.

The program lasts for one hour and be available during normal Jabiru after school care operating hours. For example, children would come to after school care, play, have afternoon tea and then go to a separate room for 'Curious Kids'. They would then go back to the program to connect with friends until pick up. No extra fee would apply.

One on one tutoring

Children would attend our after school care program with the inclusion of an (1) hour of dedicated one-on-one tutoring.

There will be an extra cost, like 'special guests' during vacation care, but we ensure it is as competitive as possible. The tutor will be a suitably qualified staff member, e.g. pre-service teacher and there will be a direct link to the school to work with a child's teachers on specific needs. Like 'Curious Kids' children would come to after school care, play, have afternoon tea and then go to their one-on-one tutoring session. They would then go back to the program to connect with friends until pick up. Your child will be fed, they can play with friends before and after the tutoring and no time spent on travelling to an external tutor.

These options vary from service to service, please check with your service manager to check the availability of each of these homework support options.

Quality Area 2 – Children’s health and safety

We believe that in exercising a ‘duty of care, our managers and educators must take reasonable care to protect children from foreseeable risk of harm and injury. Therefore, our service ensures appropriate safety measures are applied to avoid dangerous situations. Procedures for identifying, handling and reporting accidents, building hazards and faulty equipment are in place. Risk assessments are conducted and available to review.

Child protection and mandatory reporting

We are committed to ensuring that the safety and wellbeing of children are maintained at all times during their participation in activities while they are enrolled with our service. We hold in highest regard our moral and legal duties to care for all children associated with the service while not in the care of their parents or other primary carers. In accordance with the *Child Protection (Mandatory Reporting – Mason’s Law) Amendment Act 2016*, early childhood education and care professionals in our service are mandated to report child safety concerns to the Department of Child Safety, where there is a reasonable suspicion that the child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse, and there is not a parent able and willing to protect the child from harm.

All paid employees working in our service are required to hold a current paid Blue Card (Working with children check) or exemption card prior to employment. Any volunteers working within our service must have a current volunteer Blue Card (working with children check) prior to commencing as a volunteer.

We educate our educators on the existence of, and their responsibilities under, child-protection law by mandating in policy that prior to commencing employment, all educators and volunteers must have completed mandatory child-protection training that is refreshed on an annual basis.

Promoting protective behaviours

We aim to provide an environment that builds on children’s empowerment, communication, self-esteem, resilience, social skills and other life skills as a means of promoting children’s personal safety and wellbeing. We provide development opportunities for children, in conjunction with our senior managers, in relation to protective behaviours and support delivery of the Queensland Police Service (QPS) Protective Behaviours Program. Where we are located on school sites, we will also liaise with the school to follow through with localised protective behaviour programs.

We ask that you give us feedback on our policies and procedures and strategies relating to protective behaviours and support us in delivering protective behaviours training to your child/ren.

Medical conditions

We are committed to supporting all children, regardless of their medical needs and ensuring their safety, health and wellbeing are of paramount importance. During the enrolment process, we will ensure implementation of shared responsibility, commitment and accountability by both service representatives and parents/carers so that individual children’s health care needs are met.

When you indicate to us that your child has a medical condition, we must provide you with a copy of our Medical Conditions Policy.

If your child develops a medical condition during their enrolment with us, we ask that you discuss this with the Service Manager. We can best minimise risk for your child/ren if we know their medical needs. Information about your child/ren’s medical conditions will be shared only with people involved in caring for your child/ren, including the service educators.

Risk minimisation plans

Where we are notified through the enrolment process or where it becomes evident during their time with us, that your child has a medical condition, you will be asked to participate in the development of

a Risk Minimisation Plan and Communications Plan. These two documents are required by our legislation to enable us to identify and minimise risks around your child's medical condition.

Medical management plans

Where you indicate that your child has a diagnosis of asthma, diabetes or an anaphylactic reaction, you are required to provide a Medical Management Plan from your doctor. We will not accept an enrolment where a Medical Management Plan has not been provided for a life-threatening medical condition. Additionally, we will not accept an enrolment or a booking where the service has not been provided with the child's life-saving medication.

Administering medication

Where your child/ren require/s prescribed medication to be administered, your responsibilities are to:

Ensure medications are labelled appropriately and carry a registered health practitioner or pharmacist label indicating the child's name, administration instructions such as dosage, frequency of administration, date of dispensing, expiry date and appropriate storage instructions. Medication that has expired or does not meet the above requirements cannot be administered

Complete an Authority to Administer Medication form.

Where the medication is only administered over a short period of time, such as an antibiotic, you will complete a medication form.

Where the medication is required over a longer period of time or is life-saving medication only to be administered in an emergency, you will complete a medication form and:

As required, assist in the completion of a Risk Minimisation and Communication Plan and/or provide a Medical Management Plan from a doctor

Hand medication and all completed documents to the Responsible Person on the shift.

Medication, including asthma puffers, cannot be left in your child/ren's bag/s. Where medication is life-saving, such as Ventolin, insulin or an EpiPen, we will work with you as to how this medication is stored.

Emergencies

In an emergency situation, we may be required to administer medication and first aid to preserve the life, safety and health of your child. This is inclusive, where directed by the Queensland Ambulance Service (QAS), to administer such emergency medical treatment as is reasonably necessary (e.g. Salbutamol inhaler (Ventolin) or adrenalin (EpiPen).

If a medical emergency occurs and your child is required to be transported to a medical facility, every effort will be made to accompany your child where possible and appropriate. We will, however, not be in a position to accompany children where we are at risk of breaching our legislated educator-to-child ratio requirements.

Arrivals and departures of children

Signing children in and out of the service

Located at a prominent position in our service is the iPad sign in/out Kiosk. When dropping your child/ren off for before-school care or vacation care, please enter your phone number and pin, then select your child/ren's name/s to sign them in. Do not give anyone your Kiosk details. When collecting your child/ren from after-school care or vacation care, on the Kiosk enter your phone number and pin and sign your child/ren out. This is a requirement to gain CCS and may be checked by the Family Assistance Office at any time.

Accurate recording of which children have been signed in and out is also important in the event of an emergency evacuation of the premises.

School Age Care Communities

Children cannot be dropped off at the service before the service approval opening time, which is displayed on our service's front-door notice.

On arrival, your child/ren should be encouraged to place their bag/s in the locker/port rack. Your child/ren can then make their way to either an educator or they may feel confident to start playing.

On your child/ren's first day, it is always good to allow a little time to communicate with the educator and to allow your child/ren to relax. In the case of an upset child, we have found it easier to settle the child at the time you say goodbye and tell the child when you will be returning.

Collection of children

Individuals nominated by you on the enrolment form are the only people authorised to pick up your child/ren from our service.

Where no written authority has been received, you may give permission by email (as the first preference) or by telephone for an alternative person to collect your child/ren. You must provide the name and description of any such person concerned and proof of their identity will be required on arrival.

No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval is received from a known parent/carer of the child. These records (including documentation of verbal approval) will be kept in the child's file.

It is at the discretion of the service, in consultation with the Senior Manager and the Approved Provider, to deny approval for a child to travel home or to another activity on their own if the assessed risks are deemed too high.

Late collection of a child

If at closing time your child/ren has/have not been collected or you have not made arrangements for the collection of your child/ren, the Responsible Person will contact you and as required, the emergency contacts listed on your child/ren's enrolment.

In the event there is no response from you or the listed authorised contacts, or you are unable to arrange collection of your child/ren, the Responsible Person will contact the Senior Manager and advise them of the situation as soon as possible. Attempts to contact you and the listed emergency contacts will continue.

Where our service is located on a school site and your child/ren has/have not been collected at the closing time of our service, your child/ren will stay at the service with the Responsible Person until further notice is provided by the Senior Manager or a representative of the Approved Provider.

After 30 minutes, if there is still no response from you or the listed emergency contacts, the Responsible Person, at the direction of the Senior Manager, will contact the local Police station to seek further advice. It may be necessary that an educator, after receiving instruction from the Senior Manager or a Police officer, transports your child/ren to the local Police station.

Late collection fee

We require all children to be collected from the service in accordance with the displayed closing times. If your child/ren is/are collected after closing time, your family may be charged \$10 per child for the first 10 minutes and \$1 per child for every following minute commencing from the service closing time. This fee will be added to your weekly invoice and is not covered by the CCS.

Children leaving service premise without authorisation

If your child/ren leave/s the service premises for any unauthorised reason, the educators/Responsible Person will assess the situation immediately and advise the Senior Manager and/or Responsible Person. You will be contacted as quickly as reasonably possible and will be notified of the situation and the actions being taken by the service.

In situations where children continually leave the service premises without permission, we may discuss with you the appropriateness of your child/ren continuing their attendance at our service.

Sun protection

As children spend a large portion of their time outside, it is important that they are protected from the harmful effects of the sun. We actively educate children in the importance of sun-safe practices. At our service, we will:

Ensure our educators role-model sun-safe strategies

Educate children how to use Sun Smart applications through smart phones and tablets, including providing children with information about UV ratings and the times when sun-protection strategies outdoors are required

Maximise the use of available shade for outdoor activities

Encourage the wearing of hats while outdoors and enforce this when the UV ratings indicate sun protection is required

Provide 50+ sunscreen for children to use, encourage the use of sunscreen while outdoors and enforce this when UV ratings indicate sun protection is required

Encourage the wearing of sun-safe swim shirts during all water-based activities

Minimise time spent outdoors during peak UV ratings times

Encourage children to wear sun-safe clothing and ensure children in clothing that isn't sun-safe aren't outside when UV ratings indicate sun protection is required.

Court orders

Where you indicate at the time of enrolment or during the course of an enrolment that there are legal documents or orders in place that may impact on Jabiru's ability to implement our duty of care for your child, you are required to provide us with these documents.

Legal documents may include court orders, parenting orders or parenting plans.

Where you don't provide or refuse to provide any of the required information, we will consider not providing care to your child/ren as we may not be able to meet our duty of care requirements.

Toileting

When you enrol your child/ren with us, it is important that you provide us with up-to-date information relating to any additional support requirements or health-related issues associated with your child/ren, including where it relates to incontinence. When you provide this information, we will then ask that you participate with the service in developing a child support plan. This plan will provide our educators with strategies to support your child/ren within our service.

Extracurricular activities

We understand from time to time extra-curricular activities may be provided on the school grounds and that some families may wish to access these for their children who are attending our service.

We will assess all requests for children's escort to extra-curricular activities on an individual basis. Sometimes it may not be possible for a child to attend an activity especially where we are unable to maintain our ratios and provide an escort at the same time. We will always discuss this with you and work towards finding a safe solution.

If you wish your child/ren to participate in an extracurricular activity, we require you to complete an extracurricular activity permission form and provide this to the Responsible Person or Service Manager at the service prior to the child/ren's attendance at the activity. If any details of the activity, including the day or time of the activity change, you will need to complete a new form and provide to the service.

Please note that children will not be able to attend off-site activities.

Excursions

Where the service your child/ren attend/s offers a vacation-care program, excursion activities may be programmed. We include excursions as a valuable part of our overall program to provide children with an opportunity to transfer knowledge and skills developed in our service setting to settings within the local and wider community.

Parental permission will be obtained before a child is taken on an excursion and each excursion will be carefully planned and the potential risks assessed. Risk Assessments will be written and available to parents prior to signing the authorisation form for the excursion.

Water safety

Water activities are a significant part of our Queensland culture and we will plan experiences that include the use of water as a medium for play – indoors, outdoors and on excursions. These experiences will be planned to ensure an appropriate level of challenge where children are encouraged to explore, experiment and take appropriate risks.

Where children are involved in swimming activities, we will ask you to provide us with written information on your child's swimming ability prior to their attendance.

Please read the educator ratio section in Quality Area 4 for more information on the child-to-educator ratios we maintain for water activities.

Incident, injury, trauma and illness

If your child is injured or suffers a trauma or where there is the onset of apparent symptoms of an illness, the service will make contact with you as soon as possible and no later than 24 hours after the occurrence.

Our service adheres to strict legal requirements for recording and reporting incidents, injury, trauma and illness, which may include reporting through to our regulatory authority (ECEC).

An incident report or record of any incident, injury, trauma or illness relating to your child will be provided to you for signing and then placed confidentially on your child's file.

Administration of first aid

Our service provides and maintains adequate first-aid supplies and personnel for the effective emergency management of injured or ill children, employees and volunteers.

We always have rostered to our service an individual holding current first aid, CPR, asthma and anaphylaxis qualifications. An appropriate number of stocked first-aid kits are kept in our services having regard to the number of children in our care and these are easily recognisable and located in an area readily accessible to adults.

It is a condition and term of enrolment in a Jabiru service that educators will provide first aid, obtain (as required) medical attention from a registered medical practitioner, hospital or ambulance or where required, will administer such emergency medical treatment as is reasonably necessary (e.g. Salbutamol inhaler (Ventolin) or adrenalin (EpiPen)).

Infectious diseases

If your child/ren develop/s symptoms of an infectious illness or condition while they are in attendance at our service, your child/ren will be removed from contact with other children (if possible) and you will be contacted for immediate collection. Your child/ren will always remain in the care of an educator.

As infection spreads quickly; it is important that sick children are collected as soon as possible.

It is a condition and term of enrolment that you will collect or arrange the collection of your child/ren if they become unwell at the service and that in the event your child/ren is/are sent home with a

suspected infectious illness, a medical clearance/certificate must be provided before your child/ren can re-attend.

If when dropping your child/ren off at our service, it is apparent that your child/ren is/are suffering from an infectious illness or condition or appear/s unwell, your child/ren will not be accepted into care until the symptoms have subsided or a medical clearance/certificate has been provided to the service.

Such symptoms may include;

Elevated temperature, flushed colouring, unusual pallor

Coloured nasal discharge or repeated, severe coughing

Stomach ache, vomiting or diarrhoea

Red or discharging eyes or ears

Undiagnosed skin rashes, sores or swelling

Unusual activity levels, irritability, restlessness or fussy listless behaviour.

Where any child in our service is suffering from an infectious illness, we will notify families of the illness as required under legislation by placing a notice in the parent communication area of the service and providing additional information as to symptoms and treatment of the condition.

Exclusion periods

The aim of exclusion is to reduce the spread of infectious disease by lessening the contact between individuals with an infectious disease and those who are at risk of catching the disease. The following are the minimum periods of exclusion as recommended by *Staying Healthy: Preventing infectious disease in early childhood education and care services* (5th Edition). While these are the minimum periods of exclusion based on how long a person with a specific disease is likely to be infectious, it may be necessary that your child/ren spend longer away from the service to fully recover before returning. Additional information on conditions that require exclusion can be found in the service copy of Staying Healthy.

Disease	Exclusion period
Covid-19	<p>If you have been informed by public health authorities that your child is a close contact of a confirmed or probable case of COVID-19, even if they don't have symptoms, they can't go to school or childcare until public health authorities inform you that it's safe for them to do so. (This includes close contact in the 48 hours before symptoms appeared in the infected person.)</p> <p>You should monitor their symptoms. If your child develops symptoms such as fever, cough, sore throat or shortness of breath, use the healthdirect Symptom Checker to find out what to do next.</p> <p>If the Symptom Checker indicates you should contact your GP, please make sure you call your doctor to describe your child's symptoms and contact with a confirmed or probable COVID-19 case. You can also attend a COVID-19 clinic in your area.</p> <p>Your child must keep isolating until a public-health authority confirms they can stop and return to school.</p>
Croup	Exclude until the child is feeling well, usually three to four days
Conjunctivitis	Exclude until discharge from the eyes has stopped unless a doctor has diagnosed non-infectious conjunctivitis



Disease	Exclusion period
Diarrhoea	Exclude until there has not been a loose bowel motion for 24 hours
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment
Hand, foot and mouth disease	Exclude until all blisters have dried
Head lice	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected
Herpes simplex (cold sores, fever blisters)	Exclude until the sores dry. Sores should be covered with a dressing, where possible. If the child is old enough to maintain hygiene practices and the sores are covered, they are not excluded
Impetigo (school sores)	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing
Influenza and influenza-like illnesses	Exclude until the child feels well
Measles	Exclude for four days after the onset of the rash
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner)
Pertussis (whooping cough)	Exclude until five days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing
Rubella (German measles)	Exclude until the person has fully recovered or for at least four days after the onset of the rash
Varicella (chicken pox)	Exclude until all blisters have dried – this is usually at least five days after the rash first appeared in non-immunised children, and less in immunised children
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours

Infection control/hygiene

The most important ways to break the chain of infection and stop the spread of diseases within a service are:

Effective hand hygiene

Exclusion of ill children and educators

Immunisation



School Age Care Communities

Cough and sneeze etiquette

Appropriate use of gloves

Effective environmental cleaning.

We ask that you support infection control and hygiene within our service by following the advice of our educators, reading information provided on exclusion periods, adhering to our service policies regarding health and hygiene and helping us to educate your children the importance of effective hand washing and cough and sneeze etiquette.

Immunisation

Legislation does not make immunisation mandatory or stop services from allowing unvaccinated children to enrol or to attend. It aims to protect children and adults who work in early childhood settings from vaccine-preventable diseases.

Refusing to allow a child to enrol or attend a service based on their immunisation status is not unlawful discrimination under the *Anti-Discrimination Act 1991*.

If you have concerns about vaccinating your child, talk to your doctor or immunisation provider for advice.

Tax benefits and child care subsidies

In January 2016, the Australian Government passed the 'No Jab, No Pay' legislation regarding immunisation requirements for tax benefits and child care subsidies. Conscientious objection has been removed as a reason for a vaccination exemption.

Nutrition, food and beverage and dietary requirements

Good food is essential for good health throughout life. It is especially important that children appreciate a wide variety of nutritious foods. Nutrition is important to each child's physical, mental, emotional and social development.

Food provided by the service

Where our service provides snacks or meals for children, we will offer healthy, balanced and varied food, giving consideration to developmentally and age appropriate nutritional requirements. Families are encouraged to provide recipes and menu ideas to the service, and we will endeavour to incorporate these into our menus for the children.

Water is always available to children; however, we do also encourage children to bring their own water bottles so they have easy access to water in all play environments.

Food provided by families

Where you are required to provide food for your child's lunch, morning or afternoon teas, you are encouraged to supply only healthy, nutritious foods. Chocolates, cakes, sweet biscuits, chips, lollies and soft drinks are discouraged. Educators are only too happy to give you some ideas and suggestions for your child's lunch box.

Individual dietary requirements

If, for medical or cultural reasons, your child/ren require/s a restricted or alternative menu, please note this on the enrolment form and speak with the Service Manager or the Responsible Person at the time to inform them of the requirements.

Allergy awareness

Where we are notified of a child with food allergies or intolerances, we aim to reduce as far as possible any risks for those children and ask that you assist us in reducing these risks by not providing food that contains known allergens for children attending the service.

Where children in our service have anaphylactic allergies, including anaphylactic food allergies, these food categories will be named and displayed in the service parent communication area.

Use of photographic and video images of children

Through the enrolment process, we will provide you with an opportunity to give and/or refuse authority for photographs or videos to be taken of your child.

Photos and videos of your child, where permission is granted, may be used to record important events and special activities as part of the program and displayed within the service or through our electronic learning journeys of your child.

Where we may request to use images of your child/ren external to the service, including but not limited to Jabiru marketing material, Jabiru social media or external media, permission will be sought from you with the request for you to sign a Jabiru Queensland Publication Release Deed Poll (talent release/ consent form).

Photographs and video images of children will only be taken by educators on Jabiru devices and stored in accordance with privacy requirements. To protect the privacy of families and children, we strongly encourage children to not bring their own electronic devices to the service. Where electronic devices are used inappropriately by children to take photographs or video images of themselves or other children attending the service, access to these devices will be removed and a discussion will be held with the parent/carer.

Information technology access

We recognise the benefits of using information technology as a valuable learning tool to further enhance children's play and development opportunities within our service. We also acknowledge that the use of technology must fit within the recommendations of recognised health professionals and needs to be actively monitored to ensure children are protected from harm and hazard.

Our service will actively monitor children's use of computer, mobile and other electronic devices and restrict use where inappropriate content is accessed. We will also provide information to families on how to use screen time and what to do when the screen is off.

We ask that you support our service and discuss with your children the screen time and technology access practices of the service and restrict, as much as possible, children bringing computer, mobile or other electronic devices, except where they are used for educational purposes such as the completion of homework tasks.

We also ask that where children do bring their own devices, you have appropriate content filters on computer, mobile or other electronic devices that aim to limit your child's access to age-inappropriate content.

Drugs, alcohol and smoking

The consumption of alcohol or illicit drugs is not permitted within our service or our service-approved spaces.

The service actively encourages and provides a smoke-free environment for children, families, educators and community members and upholds the *Tobacco and Other Smoking Products Act 1998* and the *Work Health and Safety Act 2011*. As such, smoking is not permitted on our service grounds, in any Jabiru vehicle, within 10 metres of any part of an entrance to a building (including the footpath if that falls within 10 metres of the entrance of the building) and within 10 metres of any part of children's playground equipment (including the footpath if that falls within 10 metres of any part of children's playground equipment).

Sleep and rest

We recognise that effective rest and sleep strategies are important factors in ensuring a child feels secure and safe within the service. We ensure each child's comfort is provided for and that there are appropriate opportunities to meet each child's individual sleep, rest and relaxation needs. At the time of enrolment and then ongoing throughout your child's time with the service, we ask that you provide us with any information about your child's individual needs associated with sleep and rest. Where children wish to rest or if they are showing signs of tiredness, regardless of the time of day, we provide a comfortable and designated safe space to rest away from the main group of children, where possible. The designated area may be a cushion, mat or a seat in a quiet space.

Quality Area 3 – Physical environment

Physical environment

We ensure that the physical environment of our service is safe, suitable and provides a rich and diverse range of experiences that promote children's learning and development.

We believe that the way the environment is designed, equipped and organised determines the way that the space and resources are used and has the potential to maximise children's engagement and level of positive experience and inclusive relationships.

We commit to ensuring:

Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child

Premises, furniture and equipment are safe, clean and well maintained

Outdoor and indoor spaces are organised and adapted to support every child's participation and to engage every child in quality experiences in both built and natural environments

Resources, materials and equipment allow for multiple uses and are sufficient in number and enable every child to engage in play-based learning

The service cares for the environment and supports children to become environmentally responsible.

Quality Area 4 – Staffing arrangements

Each of our services operates slightly differently in regard to staffing, depending on the size of the service and the needs of the children in care at the service.

Staffing qualifications

In each of our services, children and educators are led by a suitably qualified and experienced Service Manager who is responsible for the organisation and overseeing of the day-to-day running of the service.

Educators, who may hold a range of relevant qualifications, are responsible for the day-to-day care of the children.

It is a legal requirement that all educators and volunteers within our services have a Working with Children Suitability Card (a 'Blue Card') and in a Jabiru service, educators and volunteers will also have completed child-protection training.

Additionally, at least one educator for the entirety of each session will have a current qualification in first aid, CPR, asthma and anaphylaxis.

Nominated Supervisor and Responsible Persons

The Education and Care Services National Law 2010 requires that all services must have a Nominated Supervisor – this is an ongoing obligation and the position is usually held by the Service Manager. The service must clearly identify the Nominated Supervisor to parents of children in the service and Jabiru acknowledges this on our notice boards located either at the entrance to our service or in the services parent communication area.

The Nominated Supervisor is responsible for the day-to-day management of the service and is responsible for educational programs, supervision and safety of children, entry to and exit from the premises, food and beverages, health and hygiene practices.

In the absence of the Nominated Supervisor, a Responsible Person – responsible for the day-to-day operation of the service – will be appointed and present for each shift.

Please feel free to chat with your service's Nominated Supervisor or Responsible Person.

Educator ratios

As referenced in legislation and in Jabiru policy, where legislation does not define a ratio, the following ratios apply in all Jabiru school-age care services:

Educator to child ratio 1:15

Educator to child ratio on excursions 1:8*

Educator to child ratio - water activities 1:5*

*Educator ratios for excursions and water-related activities will remain as listed in policy unless a full risk assessment is completed and forwarded to the Approved Provider and approval is granted to amend the ratio. An amended ratio will not exceed the legislated ratio of one educator to 15 children. The risk assessment must include but not be limited to an assessment of all activities being undertaken, transport to and from the venue, the venue, age and ability of the children, etc.

Code of conduct for School-age Care employees

We expect all educators to conduct themselves in a way that is professional and in accordance with the philosophy and goals of the services and the Jabiru Code of Conduct. Our employees are expected to actively demonstrate a positive attitude towards their work, the service and the service's families and children. We require that all employees abide by our Code of Conduct, the OSHC Code of Ethical Practice and The United Nations Convention on the Rights of the Child (1989) at all times during their interactions with children, families, community members, management and other employees.

Participation of students and volunteers

From time to time we may engage students on practicum placement or volunteers within our service. We value the role of both students and volunteers within our service and ensure their participation is done so in compliance with any relevant legislation, including the requirements to hold a current Working with Children Check (Blue Card). Students and volunteers are inducted into Jabiru and the service and are fully supervised by paid educators and do not supervise children on their own.

Quality Area 5 – Relationships with children

Respect for children

We actively incorporate strategies within our service to foster respect and support all children's participation in our service's program. It is our belief that when educators show an interest in children's lives and respect children, they feel valued, capable and more confident in their ability to express themselves, work through difficulties, learn new things and take calculated risks. We also believe that respecting children promotes children's self-esteem and enhances the children's enjoyment of the program.

Our educators share a commitment to fostering professional, harmonious relationships among themselves and with children to ensure the environment meets the play and care needs of school-age children. We believe a successful team communicates openly, shares knowledge and understanding, embraces diversity and demonstrates mutual respect and professional ethics. We feel it is vitally important that educators create a responsive and inclusive atmosphere within the service. This is achieved through educators taking time to foster friendships with children: seeking to understand

each child, developing trust and interacting in positive ways. It is our belief that educators also need to guide children's behaviour in positive ways, helping them to express a range of emotional responses.

When interacting with children in our service, our educators will:

Encourage children to express themselves and their opinions

Allow children to undertake experiences that develop self-reliance and self-esteem

Maintain at all times the dignity and rights of each child

Give each child positive guidance and encouragement towards acceptable behaviour

Have regard to the family and cultural values, age, physical and intellectual development and abilities of each child being educated and care for by the service.

Children's property and belongings

We understand that from time to time children may bring with them personal items from home to the service. We ask that you and your child/ren consider the need to bring these items to the service especially if they are expensive or may get damaged while at the service. As a service, we do not accept responsibility for the loss or damage that might be sustained to a child's personal belongings while at the service; however, we will endeavour to:

Actively encourage children to care for their belongings

Remind children appropriately when belongings need to be placed in storage, e.g. placing a lunch box or hat into a bag after use

Provide suitable storage (at yours or your child's request) to keep safe any item of personal belonging that is special, expensive or at risk of being damaged.

When sending items from home, such as spare clothes, water bottles, lunch boxes, uniforms, etc., it is always a good idea to label them.

To protect the privacy of families and children, we strongly encourage children to not bring their own electronic devices to the service. If you require your child/ren to have a mobile phone, we will ask that your child/ren bring this to the Responsible Person for the day who will safely lock it away until you collect your child/ren.

Behaviour Guidance

We acknowledge the complexity involved as children develop skills to learn and manage their own feelings and behaviours and explore how the social world around them works. We recognise that the strategies used to support children within our service must be fair, respectful and reflective of the ages and developmental stages of the children involved. The use of behaviour-guidance strategies will ensure positive environments for children and will focus on ensuring children's health, safety and wellbeing are maintained.

At no time will children being educated and cared for by our service be subjected to any form of corporal punishment or any discipline that is unreasonable in the circumstance.

We will work collaboratively with schools, families and educators to ensure a consistent approach is implemented to support children with specifically diagnosed behavioural or social difficulties and we will implement individual support plans for children with specifically diagnosed behavioural or social difficulties and any other child requiring additional support within the service setting.

The service educators will model and interact with children in a way that ensures that each child is supported to manage their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts. Children must have expectations communicated in a clear manner and be provided an opportunity to self-redirect before adults intervene. The use of

behaviour-support strategies will ensure positive environments for children with a significant focus on ensuring children's health, safety and emotional needs are met.

By taking the time to implement effective preventative strategies, the service will enhance children's sense of belonging within the service and will create for children a sense of safety and security within the service. The following are just some of the preventative strategies implemented by the service to stop a significant number of behavioural issues from occurring and prevent others from escalating further:

Relationship building between children and educators

Identifying the needs and interest of children

Setting up the environment with regard to layout and resources

Developing well thought out programs and routines

Inducting families

Acknowledging positive behaviours

Setting non-negotiables

Empowering children

Having clear safety rules, behavioural expectations and consequences

Being consistent

Developing and implementing behaviour support plans prior to a child's attendance

Supporting children with diagnosed behavioural and social difficulties.

'In-the-moment' strategies are used by educators when children require a level of adult intervention to guide and support their behaviour.

These strategies, which focus on providing children with choices, recognise that school-age children are developing skills as competent and capable learners and should be given opportunities to participate in further developing these skills in a service setting.

Giving children choices helps them to learn the skills needed for responsible decision making, gives them an element of control in decisions being made about them and assists them in understanding that the way they behave is under their control. When giving children choices as part of an 'in-the-moment' strategy, we ensure that the choices are considerate of the developmental age and abilities of the child

Where a situation escalates, children may be asked to take time away from a particular activity or may be required to have quiet time or time for reflection. To manage this process, the service will endeavour to have a space that facilitates this quiet time, away from the hustle and bustle of the service activities. Reflection or quiet time should not be seen as a punishment for the child but as a mechanism to allow the child to be removed/remove themselves from a situation in order to calm down. At the same time as indicating to the child that the behaviour they chose was, for example, unsafe, it also helps to teach the child how to manage their emotions.

Where a child's behaviour causes or may reasonably cause physical danger or potential emotional harm or trauma to themselves, other children or educators, you will be contacted immediately and asked to collect your child. We will then discuss with you options around the possible suspension of your child/ren or the safe reintroduction of your child/ren with a child support plan in place. Where you don't participate in the development and implementation of behaviour-support strategies for your child/ren, we reserve the right to suspend or cancel your child/ren's enrolment with the service.

Quality Area 6 – Collaborative partnerships with families and communities

Jabiru has an 'open-door' practice and recognises and acknowledges that collaborative relationships with families are fundamental to achieving quality outcomes for children. Families are welcome to attend the service or talk to educators during our operating hours and we encourage you to share your time, varied talents, cooking experiences and cultural background with us. We encourage families to voice any concerns in a way that will assist us to provide a better service.

Communication with families

We provide families with many opportunities to participate in our service, including contributing to program and menus and participating in policy review and development. We may communicate information to you in relation to our service operations in a number of ways, including:

Display of the current program

Regular service newsletters

Regular open meetings between Nominated Supervisor/Responsible Person/educators and you as the parent/carer

Social media

Service notices

Parent orientation/induction.

Parent/carer Code of Conduct

Parents/carers are responsible for their children's behaviour while the parents/carers are on the premises

If parents/carers have any concerns regarding their children, they are to report this to the Nominated Supervisor/Responsible Person

At no time is a parent/carer to confront another parent/carer or child attending the service. All enquires or problems should be reported to the Nominated Supervisor/Responsible Person

Parents/carers are expected to behave in an appropriate manner while on the premises

If inappropriate behaviour is witnessed, parents/carers may be asked to leave the Jabiru service and will be informed in writing of their suspension from the service

This suspension may stay in place for any amount of time deemed necessary or desirable for the purpose of guaranteeing the welfare or minimising danger to any educator, child or children attending the service.

Including children with additional support requirements

We ensure each child, regardless of their additional support requirements and abilities, is provided with a supportive and inclusive environment that allows them to fully participate in their education and care at our service.

Educators will remain positive, open-minded and honest at all times when working with families and external support professionals to positively meet the additional support requirements of each child being educated and cared for at our service. We understand that additional support requirements arise from different causes and can require different responses. We also recognise that additional support requirements may be temporary or for a lifetime.

Services may have access to additional support funding through the Inclusion Agency to allow for more inclusive practices and we appreciate your cooperation, support and assistance in making applications for funding as required.

Where you have identified on our enrolment form that your child/ren require/s additional support within our service, you will be required to participate in the completion of an Inclusion Support Facilitation Tool and the development of a child support plan. Both of these documents are aimed at better providing individualised inclusive practices for your child/ren.

We also ask that throughout your child/ren's time with us, you continue to update us on any details about your child/ren that may further assist us in providing the most inclusive environment possible.

Quality Area 7 – Leadership and service management

Enrolment

We use enrolment procedures to obtain accurate and relevant information relating to the specific needs of your child, to meet legislative requirements and to exchange appropriate information with you as the parent/carer.

We must ensure that an enrolment record is kept that includes the information set out in our legislation for each child enrolled in our service. We ask that you actively participate in this enrolment process and complete as best you can all information as requested on the enrolment form. Where you don't complete all sections of the enrolment form, the Service Manager or Responsible Person will follow this up with you and your enrolment will not be accepted until such time as the form is correctly completed.

The average processing time for an enrolment is 24-48 hours, which allows our service time to conduct your orientation visit, complete any additional documentation such as risk minimisation plans or child support plans, enter your enrolment in our CCMS software and complete financial tasks such as setting up your direct debit with the service and processing the first payment.

Each year you will be asked to review or re-complete an enrolment with the service. We ask that you do this so that we can ensure that all of your details, including contact numbers, emergency contact details and medical information remain current for your child.

Orientation

As part of our comprehensive enrolment process, the Nominated Supervisor or a Responsible Person will conduct an orientation with you. You will be shown around the service and we will discuss with you important policies and practices that will be important for you to know while your child/ren attend/s our service.

Acceptance and refusal of authorisations

Through the enrolment process you will be provided with the opportunity to give and/or refuse authority for your child/ren to participate in relevant aspects of our service. For a comprehensive list of consent statements please refer to the enrolment package and 3.7.3 Policy acceptance and refusal of authorisations.

Priority of Access Guidelines

Where a service has a waiting list, the Australian Government has deemed access and eligibility will be subject to the Priority of Access Guidelines below:

First Priority: a child at risk of serious abuse or neglect

School Age Care Communities

Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*

Third Priority: any other child.

Within these main categories priority should also be given to the following:

Children in Aboriginal and Torres Strait Islander families

Children in families that include a person with a disability

Children in families that include an individual whose adjusted taxable income does not exceed the lower income threshold as indicated online in the Australia Government 'Priority of Access Guidelines' for that year, or who or whose partner is on income support

Children in families from a non-English speaking background

Children in socially isolated families

Children of single parents.

There are some circumstances in which a child who is already in a child care service may be required to leave the service. When a service has no vacant places and is providing child care for a child who is a Third Priority under the Priority of Access Guidelines, the service may require that child to leave the child care service in order for the service to provide a place for a higher priority child, but only if:

The person who is liable to pay child care fees in respect of the child was notified when the child first occupied the child care place that the service followed this policy

The service gives that person at least 14 days' notice of the requirement for the child to leave the child care service.

Bookings and cancellations

Types of bookings

Permanent or advanced bookings

Permanent or advanced bookings are those made **before 6pm on the Thursday of the week prior to the care needed** for any combination of sessions. Permanent or advanced bookings will be charged at the permanent booking rate.

Late bookings

Late bookings are those made after Thursday 6pm for the following week before care is needed. Late bookings will incur a \$5 surcharge on the 'Permanent or Advanced' booking fee.

Vacation-care bookings

Permanent or advanced bookings are those made **before 6pm on the last Thursday of the school term** for any combination of sessions. Permanent or advanced bookings will be charged at the permanent booking rate.

* Note that all surcharges to your account will be reduced by CCS, depending on your eligibility.

Cancellations due to illness

Where you cancel a session of care for your child/ren due to the illness of your child/ren, yourself or another individual with whom the child/ren live/s and this illness is verified with a medical certificate, the charge for that session will be removed.

Allowable absences

An allowable absence is an entitlement for families to receive CCS and CCR for up to 42 absence days in a year, if their child is unable to attend approved child care and the parent/carer is charged a fee. These can be for any reason and do not require proof however cannot be claimed on the first or last day of attendance.

Further information can be found at your local Centrelink office or at www.mychild.gov.au.

First and last day absences

Families are not entitled to CCS until the first day that the child physically attends the service and are not entitled to CCS after the last day the child physically attends the service. Non-attendance on a first or last day of care will result in the full fee being charged for that session.

Fee assistance

Child Care Subsidy

CCS is an income-tested and eligibility dependent payment from the Australian Government that helps parents with the cost of child care. Parents can choose to receive CCS as an annual lump-sum payment or as reduced child care fees throughout the year. CCS is usually paid directly to approved Child Care Services to reduce the fees that eligible families pay.

You can apply for CCS online or in person through Centrelink (<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>).

Once you have had your eligibility tested and have received a Customer Reference Number (CRN) from Centrelink for you and your child, you must provide these two numbers along with the date of birth of yourself and your child/ren and we will enter this into our Child Care Management System Software to link your account with your CCS entitlement.

Further information can be found on the above Department of Humans Services website, at your local Centrelink office, at www.mychild.gov.au or have a chat with the service's Service Manager.

Additional government benefits

In addition to your possible eligibility for CCS, please speak with us, contact Centrelink or visit www.mychild.gov.au, if you believe you may be entitled to any of the following benefits:

Grandparent Child Care Subsidy (ACCS)

Transition to work (ACCS)

Temporary financial hardship (ACCS)

Child Wellbeing (ACCS).

For more information about the CCS fee assistance programs, please visit <https://www.education.gov.au/jobsforfamilies>.

Fee management

Our service aims to provide a quality and affordable program for families. In accordance with governance and management responsibilities, in relation to financial performance, so as to ensure commercial viability and high standards of service delivery. We will, in consultation with the schools, set fees required for the provision of quality school-age care, in keeping with our service's philosophy statement and goals.

Our service applies sessional fees and as a result, hourly fees do not apply.

What's included?

Our fees include:

Service	Inclusions
Before-school care	Healthy breakfast – cereal and toast every day, plus special breakfast options one or two times each week
After-school care	<p>Afternoon tea – fruit, vegies and a substantial snack</p> <p>Late snack – a healthy snack about 5pm to help children make it through to dinner</p> <p>Great activities</p>
Vacation care	<p>Healthy breakfast</p> <p>Late snack</p> <p>Great activities</p> <p>(Our holiday excursions and special guests cost extra – we try to keep these costs as low as possible)</p>

How to pay

All Jabiru fees are payable in arrears, not in advance. We will email you a fee statement every week.

Jabiru requires all families to provide a Direct Debit Authority nominating a financial institution account to pay your fees from. Direct debit assists parents and carers with convenient ways to pay, helps Jabiru to avoid bad debts and keeps administration costs lower so we can invest more in our services.

You can nominate whether you want us to debit your account weekly or fortnightly, on Thursdays.

If you wish to avoid having fees taken from your account, you can pay your account in full as detailed in your fees statement, before the direct-debit date on your statement. If we do not receive your payment by this date, we will debit your nominated account.

You can pay by one of the following methods:

Direct debit (this will happen automatically unless you pay before the direct debit date)

EFTPOS

BPay (minimum \$25): allow two business days before your account settlement day or advise us of the receipt number for the transaction and the amount paid by phone or email prior to the account settlement day

Credit card over the phone call 3269 0044

Cheque

Cash (note that we do not hold cash floats and can't guarantee we can give change).

Terms of payment

An account will be issued to you either electronically or in paper form, depending the method you have nominated, on Tuesday each week.

All accounts MUST be paid to the end of the current week of attendance, by the Friday of the week the account is issued, unless prior approval has been granted, in writing, in consultation with the Approved Provider.



Direct-debit payments will be scheduled to be made on the Thursday of either, each week or fortnight, as nominated by you at the time of completion of the direct-debit payment form.

If payment is not received by the Friday in the week the account is issued, you will receive a call from the service requesting immediate payment or as applicable and with approval, a payment plan may be offered to you.

If payment has not been received by the end of week 2, you will receive a call from the service indicating that your child's enrolment will be suspended pending payment or entering into a payment plan.

Additional direct-debit fees and charges

The third-party direct debit company associated with processing your payments may charge additional transaction and dishonour fees. It is a condition of using direct debit through this third party that you agree to pay any additional fees as notified. Any additional fees and charges are notified to you by the third-party provider at the time of signing the direct debit agreement.

Payment plans

We understand that from time to time, financial challenges may arise that make it difficult to pay your account on time. If this occurs, please contact the Service Manager or Responsible Person immediately so we can discuss options around developing a payment plan. Payment plans will be considered on an individual basis and must be approved by the Senior Manager.

A payment plan agreement is a formal written document entered into by you and the service and will outline the terms of payment. Where the conditions of a payment plan are not met, we will consider our options regarding possible suspension or cancellation of your child's enrolment with the service and possible referral to our debt-collection agency.

Debt collection/bad debt

Where your account is deemed to be a bad debt, we may refer this to our debt-collection agency and the enrolment you hold with Jabiru will be suspended.

If your account is referred to external debt collection, any Jabiru costs and disbursements incurred in pursuing any recovery action, or any claim or remedy including liquidated damages and legal costs on an indemnity basis must be paid by you as the account holder. In addition, where your account is referred to external debt collection, all costs incurred by the supplier relating to any default on the payment of the account must also be paid by you as the account holder.

Late collection fee

We require all children to be collected from the service in accordance with the displayed closing times. If a child is collected after closing time, the family will be charged a minimum of \$10 per child for any time within the first 10 minutes, with \$1 per minute charged thereafter.

Complaints handling

If you have any concerns regarding the education and care of your child/ren while attending the Jabiru service, please approach the Service Manager or the Responsible Person to discuss the matter.

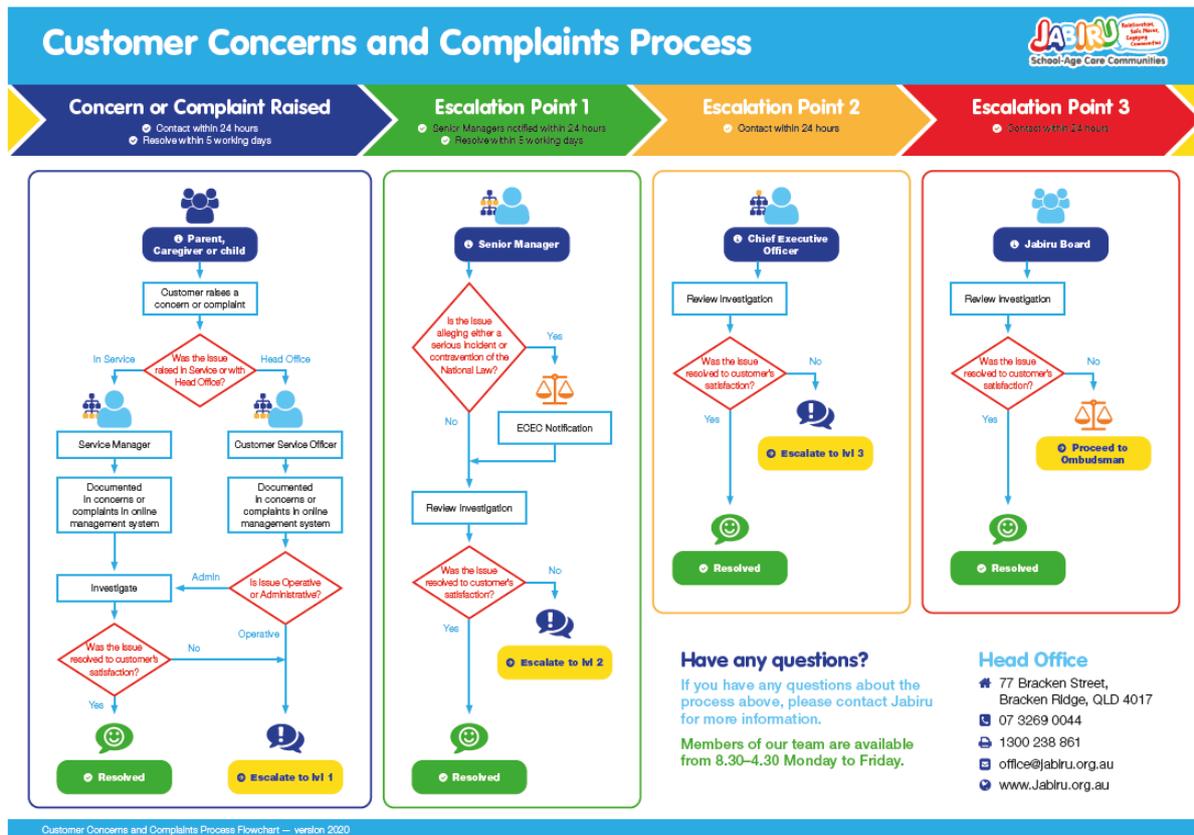
At Jabiru, we encourage you to discuss issues or concerns as soon as they arise. In this way, any issues can be resolved quickly and easily. If your concerns have not been addressed or you feel uncomfortable discussing your concerns with the Service Manager, please contact the service's Senior Manager or alternatively, you can contact the Approved Provider.

Similarly, we encourage children to let us know if they have a concern so that it can be dealt with quickly. Children can use the suggestion box or "Concerns Forms" if they do not feel comfortable speaking with an educator.

All formal complaints should be put in writing and sent to office@jabiru.org.au. This ensures full transparency and allows complaints to be registered and monitored by Jabiru head-office personnel in accordance with our Complaints Policy. Depending on the complaint, it may be allocated to the Senior Manager to resolve. Oversight will be provided by the Chief Executive Officer, who will support the Senior Manager in identifying, where possible, a quick resolution.

The Office for Early Childhood Education and Care (ECEC) is the regulatory authority that administers the legislation and has a quality assessment role under the National Quality Framework. If you have any concerns about the quality of education and care your child/ren is/are receiving, please feel free to contact the Office for ECEC on 1800 637 711 for the contact number of your local ECEC regional office or look on the front-door notice at the service, which will provide you with contact information.

For a copy of the Jabiru's Complaints Policy and procedure, please speak with the Service Manager.



Governance and management

Jabiru Community Youth and Children's Services is headed by a Board of Directors who are responsible for Jabiru's successful operation and stewardship. The Board is responsible for and has the authority to determine all matters relating to strategy, policies, corporate practices, financial objectives, and management. The Board's main task is to drive organisational performance, while also ensuring that Jabiru complies with all its contractual, statutory and other legal obligations.

The CEO is charged by the Board of Directors with promoting the interests and furthering the development of Jabiru, as well as for the administrative, financial and other business of the organisation. They also exercise general supervision over Jabiru's employees and volunteers. The CEO is the Approved Provider of all of Jabiru's school-age care services.

The CEO is supported by the Executive Team, comprising the General Manager Partnerships and Community Engagement, General Manager Operational Support Services and the Chief Financial Officer.

Operation of Jabiru's school-age care services falls under the leadership of the CEO, who is supported by a team of Senior Managers who hold portfolios of Program and Practice and Customer Service. The role of the Senior Managers is to ensure the legislated responsibilities of the Approved Provider are being met at a service level and to ensure continual quality improvement for each service.

At a local level, Jabiru services are managed by Senior Managers in the extensive operations of a number of services within a cluster. The Senior Managers also manage and coach Service Managers in program and practice, customer service, and overall operational needs of their service. Each of Jabiru's school-age care services operate on school sites.

At a local service level, a Service Manager, usually the Nominated Supervisor, is responsible for the day-to-day operations of the service. Depending the size of the service, the Service Manager may be supported by an Educational Leader, Responsible Persons and educators.

Privacy statement

Confidentiality

To meet legislative requirements and better provide a service to you, we seek and deal with personal and sensitive information relating to families, children and others. The service respects the privacy of all individuals, seeks only information needed for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements. This service supports the principles of privacy and confidentiality and obtained records are stored securely.

All records and information provided to Jabiru are kept strictly confidential, in accordance with the *Privacy Act 1988*.

Maintenance of records

Types of information we collect include personal information on employees, children and families that is used in the operation of our service, e.g. names, addresses and contact numbers for family members, children's medical details and court orders.

The Approved Provider for your service must ensure that the following records and documents are kept for at least the minimum stated period of time:

A record relating to a child in our care

- Relating to an incident, illness, injury or trauma suffered by a child – until the child is aged 25 years
- Relating to the death of a child while being cared for or that may have occurred as a result of an incident while being cared for – until the end of seven years after the death
- Relating to any other record relating to a child enrolled at the service – until the end of three years after the last date on which the child was cared for by the service
- Records pertaining to CCS and CCR, including but not limited to paper and electronic/digital records – 36 months from the end of the calendar year in which the relevant care was provided.

Insurance

As an organisation, inclusive of our service, Jabiru maintains appropriate and current insurance policies. These include but are not limited to:

Current policy of insurance providing adequate cover for the education and care service against public liability with a minimum cover of \$20,000,000

WorkCover insurance.

A copy of our current policy of public liability is available on site at our service.

National Quality Framework

The National Quality Framework (NQF) was the result of an agreement between all Australian governments to work together to provide better educational and developmental outcomes for children.

The NQF introduced quality standard in 2012 to improve education and care across long day care, family day care, preschool/kindergarten and OSHC. The NQF includes:

National Law and National Regulations

National Quality Standard

Assessment and quality rating process

National learning frameworks.

Benefits for children and families

Research shows that quality education and care early in life leads to better health, education and employment outcomes later in life. The early years are critical for establishing self-esteem, resilience, healthy growth and capacity to learn. Quality education and care shapes every child's future and lays the foundation for development and learning.

The major benefits of the NQF for parents and children include:

Improved educator-to-child ratios, ensuring children have greater individual care and attention

Educators with increased skills and qualifications

Better support for children's learning and development through approved learning frameworks

Consistent, transparent information on educators, providers and services in the national registers.

Starting Blocks provides parents with information about early childhood education and care to help them make the best choice for their child and family.

National Quality Standard

The National Quality Standard (NQS) is a key aspect of the NQF and sets a high, national benchmark for early childhood education and care and OSHC services in Australia.

It gives services and families a better understanding of a quality service, helping families to make informed decisions about the services providing education and care to their child.

The NQS brings together the seven key quality areas that are important to outcomes for children:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

Under each of these areas, more detail is provided about what a service can do to provide the highest quality early childhood education and care for a child.

Assessment and rating of services

Services are assessed and rated by our regulatory authority (ECEC) against the NQS and given a rating for each of the seven quality areas and an overall rating based on these results.

School Age Care Communities

Quality ratings of assessed services are published on the national registers, on the Starting Blocks website and within the service.

National learning framework

The NQS is linked to national learning frameworks that recognise children learn from birth. Services are required to base their educational program on an approved learning framework. The national learning framework for children in OSHC is: My Time Our Place: Framework for School-Age Care in Australia ('Framework for School Age Care').

References

ACECQA – National Quality Framework, National Quality Standard, My Time Our Place

<http://acecqa.gov.au/>

ACECQA – Translated information

<http://acecqa.gov.au/families/videos-and-translated-resources-for-families>

Cancer council Australia

<http://www.cancer.org.au/>

Department of Education and Training

<https://www.education.gov.au/>

Blue Card Services

<https://www.bluecard.qld.gov.au/>

Department of Communities, Child Safety and Disability Services

<https://www.communities.qld.gov.au/>

Queensland Police Service Personal Safety for Children

<https://www.police.qld.gov.au/programs/cscp/personalSafety/children/>

Department of Education and Training QLD School Transport Code of Conduct

<http://education.qld.gov.au/students/transport/>

Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th Edition)

<https://www.nhmrc.gov.au/guidelines-publications/ch55>

Australian Government Department of Health - Immunise Australia Program

<http://www.immunise.health.gov.au/internet/immunise/publishing.nsf/Content/fact-sheet-no-jab-no-pay>

Australian guide to healthy eating

<https://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating>

Asthma Australia

<https://www.asthmaaustralia.org.au/>

Australian society of clinical immunology and allergy

<https://www.allergy.org.au/>

Inclusion Support Program – KU Children’s services

<http://www.inclusionsupportqld.org.au/home?viewmode=0>

Priority of access guidelines

<https://www.education.gov.au/priority-allocating-places>

Australian Government - My child.gov.au

www.mychild.gov.au

Australian Government Department of Human Services – Child Care Benefit

<https://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit>

Queensland Government Early Childhood Education and Care



<https://det.qld.gov.au/earlychildhood>

United Nations Convention on the Rights of the Child (1989)

OSHC Code of ethical practice

Anti-Discrimination Act 1991 (Qld)

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A New Tax System (Family Assistance) Act 1999;

Child Protection Act 1999

Child Protection (Mandatory Reporting – Mason’s Law) Amendment Act 2016

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011

Education and Care Services Act 2013

Education and Care Services Regulations 2013

Food Safety Act 2006

Privacy Act 1988

Tobacco and Other Smoking Products Act 1998

Work Health and Safety Act 2011

Working with children (Risk Management and Screening) Act 2000

Queensland Code of Development

National Construction Code

Jabiru policy documents

3.1.1 Program practice

3.1.2 Homework

3.2.1 Child protection

3.2.2 Sleep and rest

3.2.3 Promoting protective behaviours

3.2.4 Medical conditions

3.2.5 Arrivals and departures of children

3.2.6 Sun protection

3.2.7 Court orders and the release of children in care

3.2.8 Supervision

3.2.9 Toileting

3.2.10 Extra-curricular activities

3.2.11 Water safety

3.2.12 Transportation

3.2.13 Excursions

3.2.15 Incident, injury, trauma and illness

School Age Care Communities

- 3.2.16 Cleaning and sanitising
- 3.2.17 Dealing with infectious diseases
- 3.2.18 Administration of first aid
- 3.2.19 Nutrition, food and beverage and dietary requirements
- 3.2.23 Use of photographic and video images of children
- 3.2.26 Information technology access for school age children
- 3.2.27 Child safe environment

Where to go for more information

Please ask at your service to see our detailed policies and procedures or more information about our programs, menus and staffing. Call our Customer Service team for information about payments, costs and enrolments:

Phone: 07 3269 0044

Email: office@jabiru.org.au

Website: www.jabiru.org.au