



Jabiru

OUTSIDE SCHOOL HOURS CARE

# Parent Handbook 2023



## Acknowledgement

Jabiru acknowledges, with deep respect, the First Nations of this country, particularly 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.

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## Welcome to Jabiru

Jabiru is more than an outside school hours 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.

We are a local, social for purpose, not-for-profit organisation with more than 35 years of history in Queensland and our sole purpose is to support children, young people and families to thrive. We are proud to provide high quality outside school hours care for children at 18 schools, where it's fun to belong!

**At Jabiru you can be confident we will provide the best care for your child. We offer;**

- ➔ Great programs and activities like Yoga, Mindfulness, Activ-8 sports programs, Coding and Kids Café cooking experiences which are included in the fees
- ➔ Fresh food prepared on site (with help from children if they're interested)
- ➔ Excellent play and learning equipment
- ➔ Well trained, highly qualified and experienced staff
- ➔ Fair, all-inclusive fees
- ➔ Convenient systems for enrolling, booking and paying.

### ★ NATIONAL QUALITY FRAMEWORK (NQF)

Every Jabiru service is approved and regulated under the National Quality Framework (NQF) which is inclusive of the *Education and Care Services National Law 2010* and *Education and Care Services National Regulations*.



## The Jabiru story

Jabiru's story began 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 Southeast 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 over 200 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 Southeast 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.



# Vision, Purpose, Philosophy

## Jabiru Vision

A leading provider of school-age care and well-being services that support growth and connection.

## Jabiru Purpose

Supporting children, young people and families to thrive.

## Jabiru Philosophy

This philosophy statement provides the foundation for all Jabiru activities, policies, and procedures. These principles underpin our Jabiru school-age 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.
  - ➔ 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.

# Privacy statement

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*.

**CONTACT US**

**Jabiru Community Services.**

🏠 **Address** 77 Bracken Street, Bracken Ridge QLD 4017

☎ **Phone** 3269 0044

✉ **Email** office@jabiru.org.au

🌐 **Website** www.jabiru.org.au



# Jabiru Calendar

This is the general calendar for all Jabiru school-age care services. Please speak to your Service Manager for any local variations for your child's service.

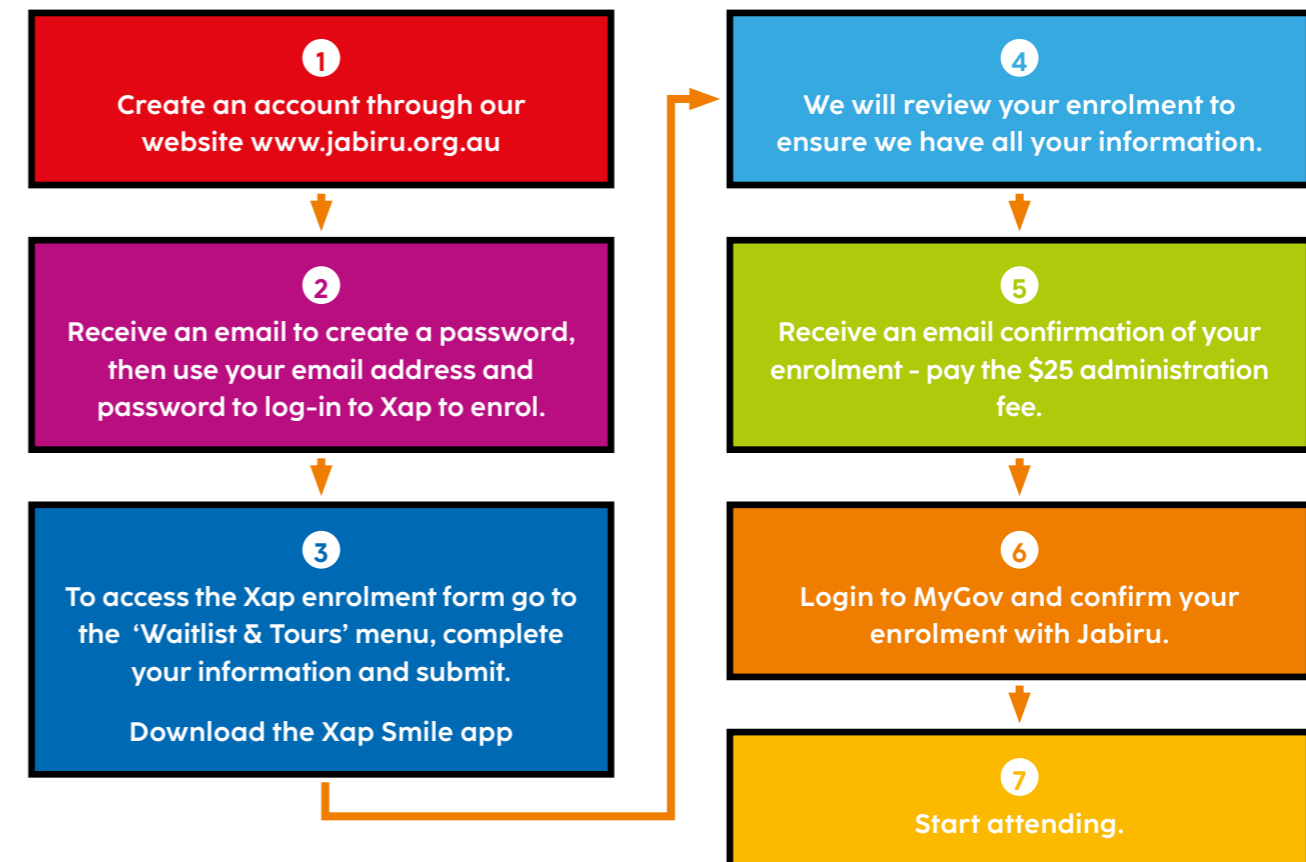
Jabiru is closed on all public holidays and over the Christmas break (detailed below):

<b>2023</b> Start of Year Holidays	1 January	New Year's Day
	2 January	New Year's Day public holiday
	<b>3 – 20 January</b>	<b>Summer vacation care program</b>
	3 January	First day students entering prep in 2022 may attend
	26 January	Australia Day public holiday
<b>Term 1 and Holidays</b>	<b>23 January – 31 March</b>	<b>Term 1 OSHC</b>
	7 – 10 April	Easter public holidays - closed
	<b>3 – 14 April</b>	<b>Easter vacation care program</b>
<b>Term 2 and Holidays</b>	<b>17 April – 23 June</b>	<b>Term 2 OSHC</b>
	25 April	ANZAC Day public holiday - closed
	1 May	Labour Day public holiday - closed
	19 May	Ipswich Show Day Public Holiday (Spring Mountain only)
	<b>26 June – 7 July</b>	<b>Winter vacation care program</b>
<b>Term 3 and Holidays</b>	<b>10 July – 15 September</b>	<b>Term 3 OSHC</b>
	14 August	Ekka public holiday (Logan, Redlands and Moreton)
	16 August	Ekka public holiday (Brisbane)
	1 September	Jabiru open vacation care hours for student free day
	<b>18 – 29 September</b>	<b>Spring vacation care program</b>
<b>Term 4 and Holidays</b>	2 October	King's Birthday public holiday - closed
	<b>3 October – 8 December</b>	<b>Term 4 OSHC</b>
	<b>11 – 22 December</b>	<b>Summer vacation care program</b>
	22 December	Last day students graduating Year 6 may attend
	25 December – 1 January	Closed for Christmas break

<b>2024</b> Start of Year Holidays	1 January	New Year's Day public holiday
	<b>2 – 19 January</b>	<b>Summer vacation care program</b>
<b>Term 1 and Holidays</b>	2 January	First day students entering prep in 2024 may attend
	<b>22 January</b>	<b>Term 1 OSHC commences</b>
	26 January	Australia Day public holiday - closed

# Getting Started

## How to enrol



## 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.

### ! 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.
- ➔ In compliance with legislation, and to be covered by our insurance, your child/ren must be enrolled before they attend our service. If you need care at short notice – please contact our head office on 07 3269 0044.
- ➔ Children enrolled in prep can attend Jabiru from the first day of January vacation care, in the year they are starting school, provided they are enrolled in 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, and following discussions with the Service Manager.
- ➔ You will be requested to review your enrolment at the end of each year to ensure your details are current.

# Bookings

All bookings can be made through the Xap website and Xap Smile app.

<b>Permanent bookings</b>	<ul style="list-style-type: none"> <li>➔ Set days</li> <li>➔ Booked for term or year</li> <li>➔ Can be altered</li> <li>➔ Booked by 6pm of the Thursday prior to week of care</li> </ul>
<b>Casual bookings</b>	<ul style="list-style-type: none"> <li>➔ No set days</li> <li>➔ Can be booked week to week or in advance</li> <li>➔ Booking made after 6pm of the Thursday prior to week of care</li> <li>➔ Incurs up to a \$5 surcharge</li> </ul>

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

## 📌 IMPORTANT POINTS ABOUT ENROLMENTS

The number of children we can care for is limited by our service approved capacity for each site and number of educators available.

Permanent bookings take priority if spaces are limited.

Please give us plenty of notice for a casual or additional booking so we can ensure we are meeting government ratio requirements.

If you need to book at short notice, use the Xap Smile app or call head office on 3269 0044. If we are not notified of your booking, we are unable to care for your child/ren. If you need care in an emergency, please call head office on 3269 044.



## cancelling a booking

To cancel your permanent booking, notify your child/ren's service in writing, otherwise please email office@jabiru.org.au. Cancellation of one-off days can be made on the Xap Smile app.

## Cancellation Periods

<b>48 hours written notice</b>	➔ Fee waived
<b>Less than 48 hours written notice</b>	➔ Regular session fee charged
<b>Submission of a medical certificate for child or carer</b>	➔ Fee waived

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

## 📌 IMPORTANT POINTS ABOUT CANCELLATIONS

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 will contact you, the school and any other nominated person until we have identified the location of a child and confirmed their safety. If we are unable to make contact with you or a nominated contact and we are not able to locate your child, we may contact the Police.

Please note, the school does not pass on information to us about absent children or those that leave school early.

## Families with shared custody

For 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

Fee information can be found at your service or on our website.

Contact our office on 3269 0044 to work out how much you will pay after Child Care Subsidy is applied.

## What's included?

Our fees include:

Service	Inclusions
<b>Before-school care</b>	<ul style="list-style-type: none"> <li>✓ Healthy breakfast – cereal and toast every day, plus special breakfast options one or two times each week</li> <li>✓ Great activities</li> </ul>
<b>After-school care</b>	<ul style="list-style-type: none"> <li>✓ Afternoon tea</li> <li>✓ Late snack</li> <li>✓ Great activities</li> </ul>
<b>Vacation care</b>	<ul style="list-style-type: none"> <li>✓ Healthy breakfast until 8 am</li> <li>✓ Late snack after 5 pm</li> <li>✓ Great activities</li> </ul> <p>Our holiday excursions and special guests cost extra – we try to keep these costs as low as possible. Check with individual services if lunch is also provided.</p>

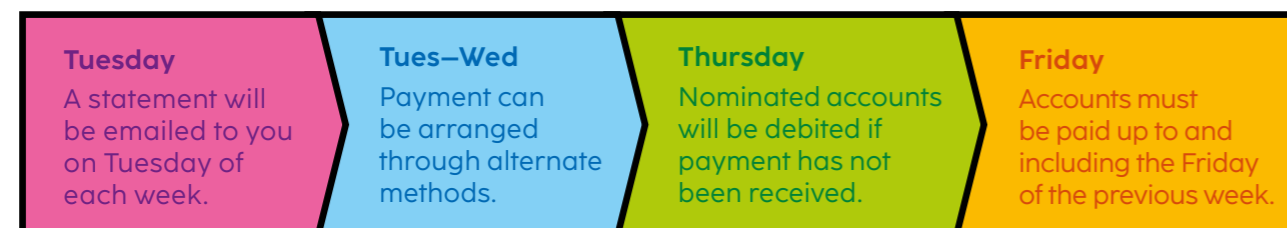
## How to pay

All Jabiru fees are payable in arrears. We will email you a fee statement every week for attendance up to and including the Friday of the previous week.

Our preferred payment method is direct-debit and it is a condition of enrolment with Jabiru that all families provide a Direct Debit Authority nominating a financial institution account to pay your fees.

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

From 1 July 2023 families must now pay the gap fee using electronic funds transfers (EFT) and we cannot accept cash for the payment of fees. A failure to make payment of fees using EFT may be a condition of refusal of an enrolment'



**ALTERNATE PAYMENT METHODS**

- ✓ Pay Now (Xap app)
- ✓ Credit card over the phone
- ✓ EFTPOS

## How to reduce your costs – Child Care Subsidy

CCS is assistance from the Australian Government to help families with the cost of childcare. It is based on your family's combined incomes and activity hours. 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.

Service	Full fee*	Cost to you with 50% CCS	Cost to you with 85% CCS
<b>Before-school care</b>	\$16.00	\$8.40	\$3.08
<b>After-school care</b>	\$23.70	\$12.44	\$4.56
<b>Vacation care</b>	\$57.80	\$30.50	\$11.13

\*Note that fees differ from service to service

Register for Child Care Subsidy by calling Services Australia (Centrelink) on 13 61 50 OR go online to register via the Services Australia website at [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au).

For CCS to be applied to your account you must provide us with:

- ➔ Your Customer Reference Number (CRN)
- ➔ Your child's CRN (this is not the same as your own)
- ➔ Your date of birth
- ➔ Your child's date of birth

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

## Additional Fees you may incur

<b>Late Fee</b>	Child is not collected by closing time	\$10.00 for the first 10 mins and \$1.00 per minute thereafter	Per child
<b>Hat fee</b>	Child arrives at Vacation Care with no hat	\$14.00	Per child

## 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 suspend your enrolment until arrangements are made to pay your debt. 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.

## 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 head office on 3269 0044 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 management.

## 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 call head office on 3269 0044.



## What to expect

<p style="text-align: center;"><b>1</b></p> <p style="text-align: center;"><b>Before School Care</b></p> <ul style="list-style-type: none"> <li>✓ Children are dropped off at the service to an educator any time after the service opens.</li> <li>✓ Breakfast - refer to services for times. Hot breakfast is available at certain times throughout the week.</li> <li>✓ Free-flowing play with a combination of indoor and outdoor activities.</li> <li>✓ Prep children are escorted to their classrooms by our prep specialist.</li> </ul>	<p style="text-align: center;"><b>2</b></p> <p style="text-align: center;"><b>After School Care</b></p> <ul style="list-style-type: none"> <li>✓ Children come to us after school and are signed in (Preps are escorted).</li> <li>✓ We serve a healthy afternoon tea.</li> <li>✓ Children can choose from a programmed activity or free play.</li> <li>✓ If required, children are encouraged to complete homework.</li> <li>✓ After an active afternoon, children are offered a healthy late snack.</li> <li>✓ Children are collected before closing time.</li> </ul>	<p style="text-align: center;"><b>3</b></p> <p style="text-align: center;"><b>Vacation Care</b></p> <ul style="list-style-type: none"> <li>✓ The holiday program is sent out prior to the end of term.</li> <li>✓ Holiday programs will offer a variety of excursions* and special guests* which extend on learning and play opportunities for children. Parental permission will be obtained. (*These are compulsory and will incur an extra fee)</li> <li>✓ Children can be dropped off and collected any time during operating hours.</li> <li>✓ Risk assessments will be available for excursions prior to permission being sought.</li> </ul>
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## Our Educators

All our educators hold a current paid Blue Card (Working with children check). Our educators are also trained and qualified in the following:

- ➔ First Aid and CPR
- ➔ Anaphylaxis and Asthma management
- ➔ Child Protection
- ➔ Food Safety
- ➔ Safeguarding Children

Educators wear coloured hats depending on their role for easy identification for you and your child/ren. They will also be wearing a lanyard and ID badge. A profile of the educators at your local service is displayed at the service.

 <p><b>Service Manager - Red</b></p>	 <p><b>Educator - Green</b></p>	 <p><b>Prep Specialist - Yellow</b></p>
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## Our food

Our weekly menu is displayed at each of our sites. We work within nutrition guidelines, including PANOSH, Education Queensland's Smart Choices and Nutrition Australia advice and always attempt to accommodate children's dietary requirements, so please let us know about your child/ren's needs.

## Just for prep children

**We recognise that there is a huge transition for prep children coming into school and we focus our attention on making this transition as smooth as possible for children and their families.**

Children can start with us from January of the year they are enrolled to start school. Our Prep Specialists support the transition by walking prep children to their classrooms before school and picking them up after school. We continue this for the entirety of prep and the first few weeks of Year 1, until they are confident to find their way independently to and from Jabiru.



## Getting the most out of your Jabiru service

### What to bring

- ✔ **Hat** – Jabiru follows recommendations from the Cancer Council Queensland. Your child will need a broad brimmed hat when attending. A hat will be provided, and a charge placed on your account if your child arrives at Vacation Care without an appropriate hat (caps are not acceptable).
- ✔ **Homework** – if your child has homework to complete, they will need to bring the relevant materials and we will provide a space and appropriate supervision for them to complete their work.
- ✔ **Appropriate footwear** – Jabiru requires children to wear closed in shoes.
- ✔ **Sun Smart clothing** – all children are to wear sun safe clothing with sleeves that cover their shoulders.
- ✔ **Water bottle** – please ensure it is labelled
- ✔ **Medication** – any medication your child requires whilst attending must be handed to educators. It must have a pharmacy label with the child's name and you are required to complete and authority to administer medication form.
- ✔ **Food** – during Vacation Care your child will need to bring morning tea, lunch, an afternoon tea (at most services).

We request sunscreen to be applied before dropping your child off each morning. We will reapply throughout the day with SPF50+.

### What not to bring\*

- ✘ Personal electronic devices
- ✘ Toys
- ✘ Sporting equipment

\*Jabiru will not be responsible for lost, broken or stolen items.

### Arrivals and Departures

At drop off and pick up you will need to sign your child/ren in on the iPad in the parent area. This is a requirement to receive Child Care Subsidy.

Children cannot be dropped off before the service opening time. If you arrive before this time you will be asked to wait until the service opens before leaving your child.

For your child's safety, only authorised contacts on your enrolment form can pick up your child/ren. You can add authorised contacts to your enrolment through the Xap website, Xap Smile app or in writing to [office@jabiru.org.au](mailto:office@jabiru.org.au).

If you need someone to collect your child that is not an authorised contact, please notify the service in writing of their name and a description of them. Educators at the service will require this person to show photo identification on arrival.

No child will be permitted to leave the service 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.

Please allow time to collect your child/ren as any children at a service after closing time will incur a late fee as per the additional fees outlined earlier.

- ➔ 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).

### Late collection of a child

If at closing time your child/ren has/have not been collected, the Service Manager will contact you and as required, the authorised 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 Service Manager will contact the Operations Manager and advise them of the situation as soon as possible. Attempts to contact you and the listed emergency contacts will continue.

If this occurs, your child/ren will stay at the service with the Service Manager and an Educator until further notice is provided by the Operations Manager or a representative of the Approved Provider.

After 30 minutes, if there is still no response from you or the listed emergency contacts, we will contact the local Police station to seek further advice.

### Children leaving the service premise without authorisation

If your child/ren leave/s the service premises for any unauthorised reason, the educators will assess the situation immediately and advise the Responsible Person and Operations Manager. You will be contacted as quickly as reasonably possible and will be notified of the situation and the actions being taken by the service. This action may include contacting the Queensland Police Service where your child/ren cannot be located.

- ➔ 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.

### 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 speak to us and we will provide you with an Extra Curricular Activity permission form to complete.

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



# Quality Area 1 – Educational Program and Practice

## Our programs

Jabiru’s activity programs are designed based on years of experience, the My Time Our Place Framework for School-Age Care and our unique Communities for Kids® practice guidelines.

We seek input from children to make sure our programs cater to their interests, skills and abilities and also gather the feedback and input of staff and families. There will always be a mixture of physical activity, nature play, arts and crafts, science, imaginary play, games and life skills activities on offer.

- ➔ Our program of activities is 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.

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 (MTOPI). MTOPI 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.

## 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.

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.

C4K 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.

## 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

Children will be provided the time, resources, space and supervision to undertake their school homework if required.

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’ is 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 (1:6).

The program lasts for 45 minutes and will 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 quiet space 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

Our one-on-one tutoring program is a value add we offer to families at a small extra cost. The tutor working with your child will be a suitably qualified staff member (such as a pre-service teacher) and there will be a direct link to your child’s classroom teacher to ensure tutoring work is tailored to your child’s individual needs. Children will come to after school care and have afternoon tea and play and will then proceed to their one hour of dedicated one-on-one tutoring. After tutoring they will then go back to the program to connect with their friends until pick up time.

- ➔ Homework support options vary from service to service, so please check with your Service Manager to check the availability

# Quality Area 2 – Children’s Health and Safety

In providing a service to your child, we take very seriously our responsibilities and duty of care to protect children from harm and hazard.

We have in place, in each of our services, practices to ensure that each child’s health and physical activity is supported and promoted and that each child is protected.

## 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. Our educators are mandated to report child safety concerns to Child Safety in line with the *Child Protection (Mandatory Reporting – Mason’s Law) Amendment Act 2016*.

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 all our staff on their responsibilities under, child-protection law, by mandating in policy that prior to commencing employment, all educators and volunteers must have completed 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 relation to protective behaviour. At our sites, we will also liaise with the school to follow through with localised protective behaviour programs.

## 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.

When you indicate to us that your child has a medical condition, we will provide you with a copy of our Medical Conditions Policy. Where you indicate that your child has asthma, anaphylaxis and/or diabetes you will be required to provide, prior to attendance, a medical management plan signed by a doctor and work with the service to complete a risk minimisation plan and a communications plan.

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.

If your child has a diagnosed medical condition, we will need the following documentation as required by legislation. Where we have not received this information, your child/ren may not be able to attend the service.

**DIAGNOSED MEDICAL CONDITION**

- ➔ Medical Management Plan
- ➔ Risk Minimisation Plan/ Communication Plan
- ➔ Authority to Administer Medication Form

## Administering medication

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

1. Ensure medications are labelled appropriately with a pharmacist label including:
  - ➔ the child’s name
  - ➔ dosage
  - ➔ frequency of administration
  - ➔ date of dispensing
  - ➔ expiry date and
  - ➔ appropriate storage instructions.
2. Complete an Authority to Administer Medication Form.
3. 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 able to accompany children where we are at risk of breaching our legislated educator-to-child ratio requirements.

## Sun protection

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 on how to use the Sun Smart app, 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 spend outdoors during peak UV rating 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.

## Incident, Injury, Illness and Trauma

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 injuries.

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.

### Infectious diseases

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 it is apparent that your child/ren is/are suffering from an infectious illness or condition, 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.

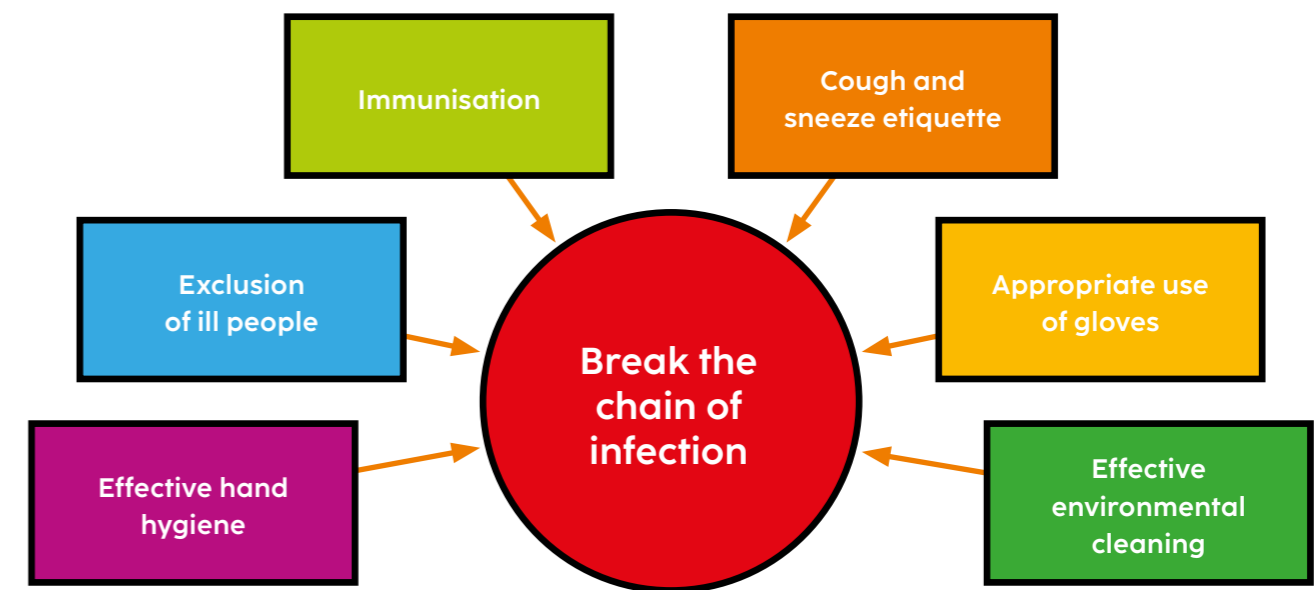
To minimize the spread of infectious diseases we follow recommendations and exclusion periods from *Staying Healthy: Preventing infectious disease in early childhood education and care services* (5th Edition).

### COVID-19

Jabiru follows all current Queensland and Federal Government requirements relating to the ongoing occurrence of COVID-19.

For Further information on COVID-19, please access the QLD Health website.

Please keep the service updated on the individual health needs of your child/ren.



- ➔ 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.

### Immunisation

In Queensland, child care services including Outside School Hours Care/Vacation Care can cancel or refuse enrolment or attendance of children if they are not fully immunised, unless they are undergoing a vaccination catch-up program or have a medical reason not to be vaccinated.

If an outbreak occurs, unimmunised children may be excluded from care for a period.

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.

- ➔ Your child must meet immunisation requirements to receive childcare fee assistance. Some exemptions apply, but vaccination objection is not a valid exemption.

## Use of photographic and video images of children

At enrolment we will request permission for authority for photographs or videos to be taken of your child. Photos and videos of your child, may be used to record important events and special activities as part of the program and displayed within the service.

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 Photographic 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.

## Information technology access

Our services will actively monitor children's use of computer, mobile and other electronic devices and restrict use where inappropriate content is accessed.

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.

You and your child/ren will be required to sign an Online Safety Agreement before accessing the internet on our devices.

## Drugs, alcohol and smoking

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



## 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.

### 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 name of the Nominated Supervisor at each site is displayed on our notice boards located either at the entrance to our service or in the 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.

### Educator ratios

Jabiru will always ensure we meet or better the legislated 1:15 educator to child ratio.

Educators counted in ratio must be working directly with children.

**In addition, the service must meet the requirements of legislation which requires that at least one Jabiru staff member with:**

- ➔ a current first-aid and CPR qualification
- ➔ anaphylaxis management training
- ➔ emergency asthma management training

**is in attendance at any place children are being cared for and immediately available in an emergency.**

### ♥ ADDITIONAL SUPPORT

Jabiru will also consider the needs of children and/or young people who may require additional support, assistance or attention. This may include extra educators in accordance with funding and support arrangements for children.

### 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

At times 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 Blue Card (Working with children check). 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

### 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. 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. 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

#### ELECTRONIC DEVICES

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

### Principles of Jabiru Behaviour Support and Management Chart





## Phoenix Cups Framework

At Jabiru we have adopted the Phoenix Cups framework as a model for behaviour guidance. The Phoenix Cups framework provides a platform for educators, families and children to have solution focused conversations about behavioural challenges being displayed.

The Phoenix Cups framework is drawn from Choice Theory but also the Guidance approach of working with children. There are 5 cups in the Phoenix Cups framework and each of them represent a basic human life need. The cups are:

- ➔ Connection
- ➔ Safety
- ➔ Mastery
- ➔ Fun
- ➔ Freedom

If a person has full cups they will have a strong sense of wellbeing and fulfillment. However, when these cups are empty, or emptying, they will choose behaviours to re-fill them. As children are still developing, they may not always choose behaviours that won't affect others.

Our goal at Jabiru is to support the children to find and choose strategies to fill their cups efficiently and without emptying the cups of those around them.



## Quality Area 6 – Collaborative partnerships with families and communities

### 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 for our employees that is free from discrimination, bullying and/or harassment.

- ➔ 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.
- ➔ 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, or suspension or cancellation of your family's enrolment.**

## 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 program
- ➔ Regular section in school newsletters
- ➔ Meetings between the Service Manager and parents/cares when requested
- ➔ Social media
- ➔ Service notices
- ➔ Regular EDMs

## 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.

### ⊕ KEEP US UPDATED

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

### Priority of Access Guidelines

Although Jabiru is not required under legislation to prioritise children based on specified categories, we do abide by the following guidelines for prioritising access to our School-age Care services as per Jabiru Policy O-ACC-1 Access:

- ➔ Primary age school children attending Prep to Year 6
- ➔ Child at risk of serious abuse or neglect
- ➔ Child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

**Within the above prioritisation, Jabiru will also endeavour to first place:**

- ➔ Children in Aboriginal and Torres Strait Islander families
- ➔ Children in families which include a disabled person
- ➔ Children in families where parents are on income support
- ➔ Children in families from a non-English speaking background
- ➔ Children in socially isolated families
- ➔ Children of single parents.

This meets the Australian Government's aims of helping families who are most in need and supporting the safety and wellbeing of children at risk.

Where there is no capacity to enrol a participant, Jabiru management, or the Nominated Supervisor/Responsible Person in Charge will support children, young people and families to find appropriate and alternative services.

### ⓘ MORE INFORMATION

Further information can be found at: [www.dese.gov.au/child-care-package/child-care-provider-handbook/enrolling-children/managing-child-care-places](http://www.dese.gov.au/child-care-package/child-care-provider-handbook/enrolling-children/managing-child-care-places).

## Complaints handling

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 Operations Manager by contacting head office on 3269 0044.

All formal complaints should be put in writing and sent to [office@jabiru.org.au](mailto: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 Handling Policy.

### 📄 MORE INFORMATION

If you would like to learn more about how we handle complaints, please see the full complaints process on our website. [www.jabiru.org.au/parent-complaints-process](http://www.jabiru.org.au/parent-complaints-process).

## National Quality Framework

The National Quality Framework (NQF) is a quality standard that was introduced to improve education and care across long-day care, family-day care and outside school hours care services.

The NQF includes:

- ➔ National Law and National Regulations
- ➔ National Quality Standard
- ➔ Assessment and rating quality process
- ➔ National learning frameworks (My Time, Our Place)

Further information on NQF and related documents is available at the services and can also be found at [www.acecqa.gov.au/national-quality-framework](http://www.acecqa.gov.au/national-quality-framework).

### 📄 POLICIES AND PROCEDURES

If you would like any further information on the content of this handbook, or a more comprehensive list of our policies and procedures, you will be able to find them on our website. [www.jabiru.org.au](http://www.jabiru.org.au).





## Parent Handbook 2023

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### Jabiru Community Services

🏠 77 Bracken Street  
Bracken Ridge, Qld, 4017

☎ 07 3269 0044

✉ office@jabiru.org.au

🌐 www.jabiru.org.au

📘 @jabiruorg

🌐 Jabiru Community Services