



INFORMATION BOOK/ SERVICE CHARTER

Jumbunna
Community Preschool
& Early Intervention
Centre Inc.

December 2022
NDIS Clients

Jumbunna is a community based, not for profit organisation providing a range of services to meet our community's needs.

Our service area is extensive with different programs servicing various Local Government Areas.

Jumbunna is primarily an Early Childhood Intervention Centre for children with disabilities, delays in their development or who are at risk of a delay due to environmental or biological factors, aged from birth to school age. The aims of Jumbunna are to educate and integrate these children into their community and to support their families. Each year we provide an early intervention service for about 130 children with additional needs.

PROGRAMS OFFERED AT JUMBUNNA:

- Reverse Integration Preschool for children with and without additional needs
- Jumbunna Mobile Services at Bonalbo, Stratheden and Sugartown
- Inclusion Group
- Supported Playgroups
- Autism Spectrum Disorder Group/ Inclusion Group
- Jumbunna Intensive Parenting Program (JIPP)
- Sector Development Program
- Transdisciplinary Programs
- NDIS Registered provider

Through these programs we are able to offer families a range of services such as assessment, therapy, counselling, transport, workshops, clinics, support groups, equipment, multimedia libraries and home visits.

Jumbunna continues to be a panel provider for Helping Children with Autism. We are also proud to be able to offer families support, therapies and inclusion as a NDIS provider.



Jumbunna Services – 60 High Street, CASINO NSW 2470

JUMBUNNA IS LOCATED AT: 60 HIGH STREET CASINO
POSTAL ADDRESS: P.O. BOX 231 CASINO 2470
PHONE: 66622866
EMAIL: jumbunna@jumbunna.com.au
WEBSITE: www.jumbunna.com.au

General Manager:

Karen McDermott.
JPNSW, M.Ed Sp Ed,
Bach of Ed (EC); Cert IV
Assessment &
Workplace Training;
Return to Work Coord
Ph: 0429 232 790

MISSION STATEMENT

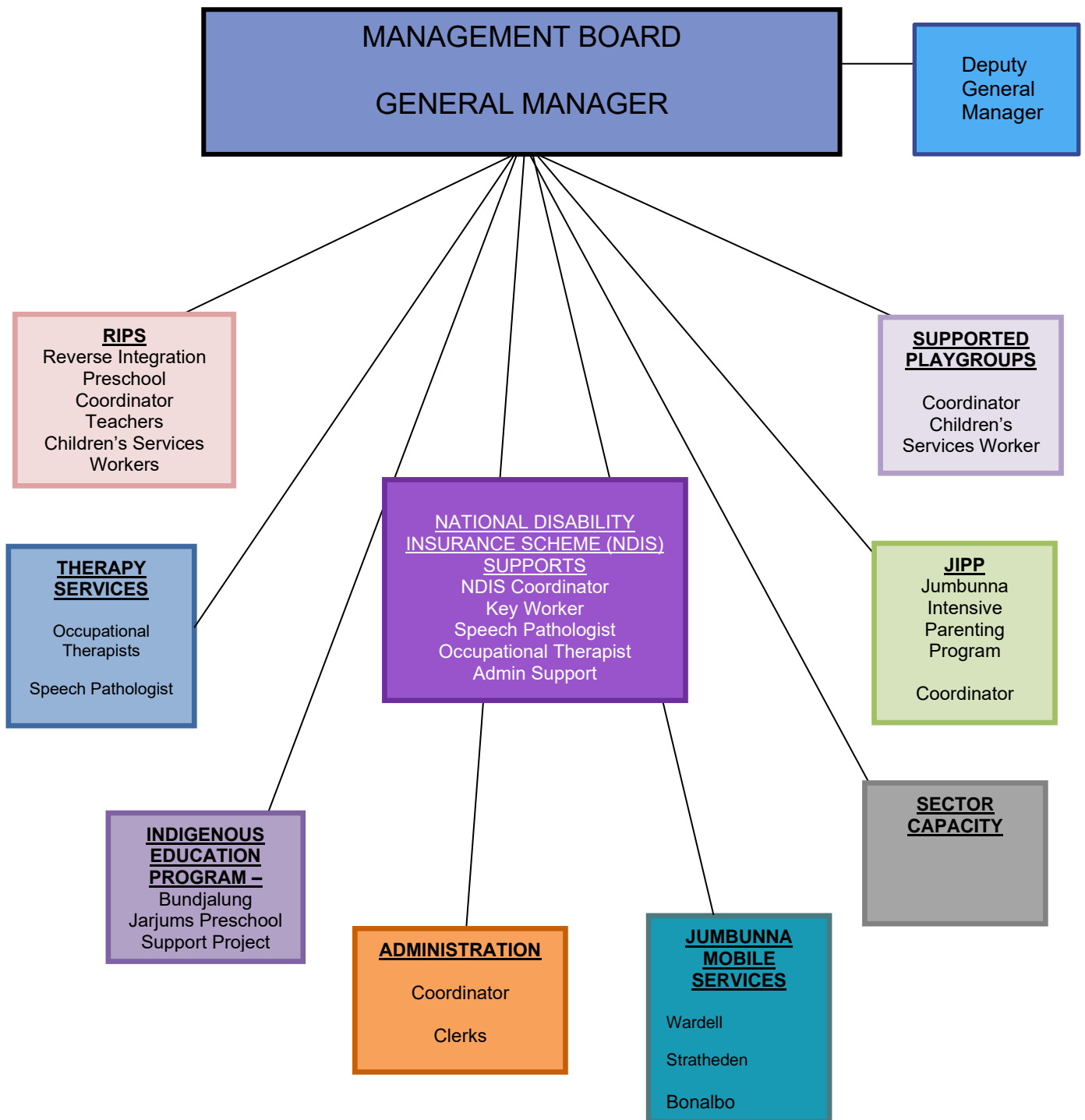
As a special Intervention and Early Childhood service we will excel at providing education, therapy and family support to children with additional needs and their families, as well as a high-quality preschool program for all children.

OUR PHILOSOPHY



The name Jumbunna is an Aboriginal word meaning 'talk together'. This name reflects the philosophy of our centre. Children and adults by talking, playing and working together, learn to understand, and hence accept each other.

OUR ORGANISATIONAL: CHART



We acknowledge the traditional owners and custodians of the land on which we teach, the Bundjalung nation, and pay our respects to their elders – past, present and emerging.

We also aim to promote respect and responsibility to all people within our extended Jumbunna community.



Jumbunna Community Preschool Parental Code of Conduct

Jumbunna encourages families to actively participate in its programs and invites you to enter a respectful and co-operative working relationship with us.

CONDUCT:

The safety and wellbeing of the children, their families and our staff is very important to us and we expect all visitors to our service to support this.

Interactions between everyone will be respectful, caring and polite – aggressive, bullying or intimidating behaviour will not be tolerated.

Diversity is embraced here and discrimination is not – different cultures, gender, age, religion, opinions and backgrounds are all respected, here.

You are expected to comply with all reasonable requests to ensure a safe and welcoming environment for all.

Raise any concerns in accordance with our complaints and grievance policies.

There must be no drug use or alcohol affected behaviour when you come to our centres or to events hosted by us. Smoking is not allowed.

Please ensure that your emergency contacts and family members are aware of this code and take notice of it.

NON COMPLIANCE OF THIS CODE:

There may be serious consequences if this code is not followed.

We will try to solve any problems by talking to you about it, but if the code is not followed and things keep happening, your child's enrolment may be cancelled.



JUMBUNNA CLIENT SERVICE CHARTER

This Client Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service. Clients will be made aware of this Charter upon contracting Jumbunna's services, either in hard copy or online.

About us

Jumbunna is a not-for-profit service with the mission of supporting children, families and young people in our community. We provide early childhood education, therapy, support groups, playgroups, and education programs directly and in partnership with other services.]

You can find information about our services on our website [www.jumbunna.com.au] or by asking one of our staff.

Office opening hours 8.30 to 4.00 Monday to Friday

Phone 02 6662 2866

Email: jumbunna@jumbunna.com.au

Our commitment to you

Jumbunna is committed to providing the highest quality services that we can. We will work with you to make sure you get the support that is available and right for you.

What you can expect from us

When you are in contact with our organisation, we will:

- Treat you with respect at all times
- Treat you fairly and without discrimination
- Provide you with sufficient information about the service and its terms of use
- Inform you of your rights and responsibilities
- Provide a safe and healthy environment within the service and their facilities
- Respect your privacy and confidentiality
- Ensure you don't face physical, sexual, emotional or verbal abuse
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the services you access and support you to have a say
- Support you to connect with other services if needed
- Tell you how to provide us with feedback on our service and how to make a complaint
- Ensure your complaints are dealt with fairly and promptly
- Please review our Policy Client Rights

How you can help us

You can help us provide a quality service if you or your support person:

- Provide us with complete and accurate information about yourself and your situation
- Tell us if things change or you cannot keep an appointment or commitment
- Act respectfully and safely towards other people using the service, and towards staff and volunteers
- Provide us with feedback about our service and how we can work better

How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve Jumbunna's services.

We also want to know if you are not happy with the service you have received or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can give us this feedback by:

- Talking directly with a staff member
- Ask to speak to the General Manager
- Contact our head office on phone 02 6662 2886
- Write to jumbunna@jumbunna.com.au or PO BOX 231 Casino NSW 2470
- Complete our annual feedback survey
- Put suggestions in our suggestion box

How we manage complaints

We want to resolve complaints openly, honestly, and quickly.

We will acknowledge your complaint and respond within 10 working days.

If you are not satisfied with our resolution of your complaint, you may contact an independent body such as the **NSW Ombudsman** by calling or writing to www.ombo.nsw.gov.au

You can also contact:

NDIS Quality and Safeguards Commission 1800 035 544 or www.ndiscommission.gov.au

ACECQA www.acecqa.gov.au

Please refer to our Complaints Handling and Feedback Policy.

How you can participate in your services

We encourage our clients to participate in, and exercise choice over service decisions. We will ensure you are aware of and understand the services we provide. We are committed to supporting clients to make choices and participate in decisions by using interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies, where needed.

JUMBUNNA EARLY CHILDHOOD INTERVENTION SERVICES

Jumbunna is the Early Childhood Intervention Service for the Richmond Valley and Kyogle Local Government Areas (LGAs).

Early Childhood Intervention (ECI) is the process of providing specialised support and services for infants and young children with developmental delays or disabilities, and their families in order to promote development, well-being and community participation.

Early Childhood Intervention Services (ECIS) support children with a disability or developmental delay from birth to school entry and their families. Jumbunna provides therapy, education, counselling, service planning and coordination, advocacy, transition to school and parenting support.

These services are tailored to meet the individual needs of the child and focused on supporting the child in their natural environments and in their everyday experiences and activities.

The overall aim of Jumbunna is to provide parents and families with the knowledge, skills and support to meet the needs of their child and to optimise the child's development and ability to participate meaningfully in family and community life. Jumbunna uses a family centred approach, recognising the family are the key people in their child's life and our need to work in partnership with them.

Why are the early years important?

The early childhood years lay the foundation for all future development. Recent research shows that early experiences literally shape our lives by affecting the way the young brain develops. What happens to us in the early years has a major effect on health and social development right through to adulthood. Therefore, we must ensure that children's early experiences are positive - that they have a secure foundation for development.

Why are early childhood intervention services important?

The early childhood years are just as important for children with disabilities and developmental delays as they are for all children. All their future development is based on the critical learning patterns laid down during this period.

The early years are also critical for the whole family. This is when families can best begin to learn how to support and nurture their child, how to meet their child's needs, and how to adapt positively to having a child with a disability or a developmental delay. To achieve these goals, families need the support of Early Childhood Intervention Services (Early Childhood Intervention Australia).

Jumbunna complies with the following NDIS Practice Standards:

- Core Module, and
- Module 3 – Early Childhood Supports



NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

The National Disability Insurance Scheme (NDIS) is the system that individuals with a disability access support. These supports are individual to the participant, which is tailored to their goals, personal circumstances and disability support needs.

What does the NDIS do?

The NDIS provides funding to eligible people based on their individual needs.

The NDIS provides reasonable and necessary funding to people with a permanent and significant disability to access the supports and services they need to live and enjoy their life.

Every NDIS participant has an individual plan that lists their goals and the funding they have received.

NDIS participants use their funding to purchase supports and services that will help them achieve their goals. Everyone has different goals but they could include things like getting and keeping a job, making friends or participating in a local community activity. NDIS participants control the support they receive, when they receive it, and who provides it.

The NDIS cannot fund a support that is:

- the responsibility of another government system or community service; or
- not related to a person's disability

What is the Early Childhood Early Intervention (ECEI) approach?

The ECEI approach supports children aged 0-6 years who have a developmental delay or disability and their families/carers. The ECEI approach supports families to help children develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their life.

The NDIS has engaged Early Childhood Partners around Australia to deliver the ECEI approach. Early Childhood Partners are experienced in providing early childhood intervention.

How does it work?

You can contact an Early Childhood Partner if concerns about your child's development have been identified. **Northcott is the Partner for this area. Their number is: 1800 245 097.**

As every child is different, your Early Childhood Partner will tailor support to your child's individual needs and circumstances. Your Early Childhood Partner will provide you with information.



NATIONAL DISABILITY INSURANCE SCHEME (NDIS) con't

They may also:

- Connect you and your child with the most appropriate supports in your area, such as the community health centre, educational setting and playgroup.
- Provide some short-term early intervention where it has been identified as the most appropriate support.
- Help you to request NDIS access if your child requires longer-term early childhood intervention supports. If your child becomes an NDIS participant the Early Childhood Partner will work with you to develop an NDIS plan.

Contact NDIS

If you want to know if you are eligible for the NDIS, please read [Accessing the NDIS](#) before contacting us. This will indicate whether you may be able to get help from the NDIS and outline the next steps.

Phone

Phone the NDIS on 1800 800 110.

- If you require a free-of-charge translator, interpreter or other assistance, phone 1800 800 110
- If you are a Text telephone (TTY) user, phone 1800 555 677 then ask for 1800 800 110
- If you are a Speak and Listen (speech-to-speech relay) user, phone 1800 555 727 then ask for 1800 800 110
- If you are an internet relay user, visit the [National Relay Service website \(external\)](#) and ask for 1800 800 110

Our contact centre is open 8am to 8pm, Monday to Friday
(NDIS website October 2018)

If you would like any further information please do hesitate to contact us.

JUMBUNNA EARLY CHILDHOOD EDUCATION AND CARE SERVICES

Jumbunna Community Preschool and Early Intervention Inc. operates according to the current Australian Government early childhood initiatives and regulations. These are outlined below:

National Quality Framework

The National Quality Framework is an Australian Government initiative that aims to ensure quality and consistency in education and care services through:

- a national legislative framework
- a National Quality Standard
- a national quality rating and assessment process
- a new national body called the Australian Children's Education and Care Quality Authority.

The National Quality Framework came into effect on 1 January 2012 with key requirements being phased in overtime. Requirements such as qualification, educator-to-child ratios and other key staffing arrangements are being phased in between 2012 and 2020.

National legislative framework

The national legislative framework consists of:

- the Education and Care Services National Law
- the Education and Care Services National Regulations

It creates a jointly governed uniform national approach to the regulation and quality assessment of education and care services across Australia. In NSW, Community Services is primarily responsible for administering the National Quality Framework, including approving, monitoring and quality assessing services.

National Quality Standard

The National Quality Standard (NQS) sets a new national benchmark for the quality of education and care services. The NQS is divided into seven Quality Areas:

- Educational program and practice
- Children's health and safety
- Physical environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Leadership and service management

National quality rating and assessment process

Approved Services will be assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations. They will also be given an overall rating. The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children's education and care.

For more information, see the Department of Education (DoE), or the Australian Children's Education and Care Quality Authority (ACECQA).

JUMBUNNA EARLY CHILDHOOD EDUCATION AND CARE SERVICES

BELONGING, BEING & BECOMING

The Early Years Learning Framework for Australia (EYLF)

The Australian Government has developed the Early Years Learning Framework to ensure your child receives quality education programs in their early childhood setting. This is a vital time for them to learn and develop.

The Framework's vision is for all children to experience play-based learning that is engaging and builds success for life.

We will use the EYLF in partnership with families, children's first and most influential educators, to develop learning programs responsive to children's ideas, interests, strengths and abilities, and recognise that children learn through their play.

The Early Years Learning Framework describes childhood as a time of *belonging*, *being* and *becoming*.

Belonging is the basis for living a fulfilling life. Children feel they *belong* because of the relationships they have with their family, community, culture and place.

Being is about living here and now. Childhood is a special time in life and children need time to just 'be'—time to play, try new things and have fun.

Becoming is about the learning and development that young children experience.

Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

Play is learning

Play is very important for children. Through play babies and young children explore and learn to understand the world around them as they come to communicate, discover, imagine and create.

When children play, they are showing what they have learned and what they are trying to understand. This is why play is one of the foundations of the Early Years Learning Framework.

By using the EYLF, we will guide your child's play by carefully designing learning activities and stimulating indoor and outdoor learning environments.

The EYLF has five broad outcomes:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

When you view your child's portfolio, you will see reference to the EYLF included in observations of your child during their play.



JUMBUNNA EARLY CHILDHOOD EDUCATION AND CARE SERVICES

UN Convention on the Rights of the Child In Child Friendly Language



"Rights" are things that every child should have or be able to do. All children have the same rights. These rights are listed in the UN Convention on the Rights of the Child. Almost every country has agreed to these rights. All the rights are connected to each other, and all are equally important. Sometimes, we have to think about the rights in terms of what is the best for children in a situation, and what is critical to life and protection from harm. As you grow, you have more responsibility to make choices and exercise your rights.

Article 1
Everyone under 18 has these rights.

Article 2
All children have these rights, no matter who they are, where they live, what their parents do, what language they speak, what their religion is, whether they are a boy or girl, what their culture is, whether they have a disability, whether they are rich or poor. No child should be treated unfairly on any basis.

Article 3
All adults should do what is best for you. When adults make decisions, they should think about how their decisions will affect children.

Article 4
The government has a responsibility to make sure your rights are protected. They must help your family to protect your rights and create an environment where you can grow and reach your potential.

Article 5
Your family has the responsibility to help you learn to exercise your rights, and to ensure that your rights are protected.

Article 6
You have the right to be alive.

Article 7
You have the right to a name, and this should be officially recognised by the government. You have the right to a nationality (to belong to a country).

Article 8
You have the right to an identity – an official record of who you are. No one should take this away from you.

Article 9
You have the right to live with your parent(s), unless it is bad for you. You have the right to live with a family who cares for you.

Article 10
If you live in a different country than your parents do, you have the right to be together in the same place.

Article 11
You have the right to be protected from kidnapping.

Article 12
You have the right to give your opinion, and for adults to listen and take it seriously.

Article 13
You have the right to find out things and share what you think with others, by talking, drawing, writing or in any other way unless it harms or offends other people.

Article 14
You have the right to choose your own religion and beliefs. Your parents should help you decide what is right and wrong, and what is best for you.

Article 15
You have the right to choose your own friends and join or set up groups, as long as it isn't harmful to others.

Article 16
You have the right to privacy.

Article 17
You have the right to get information that is important to your well being, from radio, newspaper, books, computers and other sources. Adults should make sure that the information you are getting is not harmful, and help you find and understand the information you need.

Article 18
You have the right to be raised by your parent(s) if possible.

Article 19
You have the right to be protected from being hurt and mistreated, in body or mind.

Article 20
You have the right to special care and help if you cannot live with your parents.

Article 21
You have the right to care and protection if you are adopted or in foster care.

Article 22
You have the right to special protection and help if you are a refugee (if you have been forced to leave your home and live in another country), as well as all the rights in this Convention.

Article 23
You have the right to special education and care if you have a disability, as well as all the rights in this Convention, so that you can live a full life.

Article 24
You have the right to the best health care possible, safe water to drink, nutritious food, a clean and safe environment, and information to help you stay well.

Article 25
If you live in care or in other situations away from home, you have the right to have these living arrangements looked at regularly to see if they are the most appropriate.

Article 26
You have the right to help from the government if you are poor or in need.

Article 27
You have the right to food, clothing, a safe place to live and to have your basic needs met. You should not be disadvantaged so that you can't do many of the things other kids can do.

Article 28
You have the right to a good quality education. You should be encouraged to go to school to the highest level you can.

Article 29
Your education should help you use and develop your talents and abilities. It should also help you learn to live peacefully, protect the environment and respect other people.

Article 30
You have the right to practice your own culture, language and religion – or any you choose. Minority and indigenous groups need special protection of this right.

Article 31
You have the right to play and rest.

Article 32
You have the right to protection from work that harms you, and is bad for your health and education. If you work, you have the right to be safe and paid fairly.

Article 33
You have the right to protection from harmful drugs and from the drug trade.

Article 34
You have the right to be free from sexual abuse.

Article 35
No one is allowed to kidnap or sell you.

Article 36
You have the right to protection from any kind of exploitation (being taken advantage of).

Article 37
No one is allowed to punish you in a cruel and harmful way.

Article 38
You have the right to protection and freedom from war. Children under 15 cannot be forced to go into the army or take part in war.

Article 39
You have the right to help if you've been hurt, neglected, or badly treated.

Article 40
You have the right to legal help and fair treatment in the justice system that respects your rights.

Article 41
If the laws of your country provide better protection of your right than the articles in this Convention, those laws should apply.

Article 42
You have the right to know your rights! Adults should know about these rights and help you learn about them, too.

Article 43 to 54
These articles explain how governments and international organisations like UNICEF will work to ensure children are protected with their rights.

A collaborative
Children's Week
Project between
the Department for
Community Development
Office for Children and
Youth,
Meerilinga Young
Children's Foundation Inc
and the United Nations
Association WA Branch.

Children's Week
acknowledges UNICEF for
kindly permitting the
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original text and poster
design.



Department for
Communities



JUMBUNNA PROGRAMS

REVERSE INTEGRATION PRESCHOOL

This is a community preschool program that has enrolments of children with and without additional needs. The program has a full preschool curriculum that is developed and adapted by the teaching staff to meet the individual needs of every child. Jumbunna implements the Early Years Learning Framework.

The pre-school is able to operate a number of rooms, depending on the needs of the children at the time, and one is dedicated to our older children, most of whom are preparing for “Big School” next year. The children also work in several small groups for gross motor and language skills development.

There are daily timetables and programs available for parents to view and discuss with the staff. Each family has a key worker who works closely with the family to develop and implement their child’s program and services.

Jumbunna’s pre-school program is very well developed and recognised, and any enquiries about curriculum, procedures, activities etc, are welcomed and encouraged.

For children in the Early Intervention Program, a structured Transition to School process is developed and implemented. This involves comprehensive testing, report writing, Early Learning Support Team meetings and assessment of the school environment for modifications if necessary. Follow up contact is made with the school in Term 1 in the following year.

REVERSE INTEGRATION PRESCHOOL HOURS:

Hours are: 8:30am — 4:00pm Monday to Friday.

All children must be picked up prior to 4.00pm as we are only licensed to have children within these hours.

A late fee for families who arrive after the service closing time.

This fee is set at \$20 for first 10 minutes and an additional \$1 per every additional late minute.



Reptile show- 2021

JUMBUNNA PROGRAMS cont'd.

JUMBUNNA MOBILE SERVICES:

Jumbunna operates mobile preschool services at the villages of Bonalbo, Wardell and also at Stratheden Public School.

A Mobile Preschool is a service that operates from a base centre (Jumbunna in Casino) and outreaches into other communities— hence allowing access to preschooling for children in their own community, close to home.



Bonalbo Preschool 37 Woodenbong Road, Bonalbo

Hours of Operation:
Wednesday and Thursday from 8.00am to 3.30pm
Contact Details: Bonalbo Preschool
Phone 6665 1440
(or Jumbunna at other times 6662 2866)

Stratheden Preschool (Public School) 710 Stratheden Rd, Stratheden

Hours of Operation:
Thursday & Friday 7.30am to 3.00pm
Contact Details: Jumbunna
Phone: 6662 2866



Sugartown Preschool at Wardell 20 Richmond Street, Wardell

Hours of Operation:
Monday and Tuesday 8.00am to 3.30pm
Wardell Mobile: 0467092650

Contact Details: Phone: 6662 2866

Please contact Jumbunna (6662 2866) on days the above centres are not opened, between 8:30am and 4:00pm.

These mobile services are operated along the same lines as the Reverse Integration Preschool— please refer to the information under this program.

JUMBUNNA PROGRAMS contd.

TEI PLAYGROUP - Jumbunna

This program is funded through Families NSW for vulnerable families in Casino. The family must have a child aged up to 5 years. The program aims to provide a range of learning experiences to stimulate children's development, to develop social networks for the parents, and to provide information for parents to support their parenting needs. The groups are coordinated and led by a qualified Children's Services Worker with an assistant.

The hours of operation are Monday and Wednesday 9.30am –11.30am.

TUES JIPP FAMILY PLAYGROUP - Jumbunna

This program is funded through Department of Social Services for families in the Casino region. The program aims to provide a range of learning experiences to stimulate children's development, to develop social networks for the parents and to provide information for parents to support their parenting needs. The group is co-ordinated and led by a qualified Children's Services Worker with an assistant.

The hours of operation are Tuesday 9.30am—11.30am.

JUMBUNNA INTENSIVE PARENTING PROGRAM

Jumbunna receives funding from the Australian Government Department of Social Services.

The aim of the program is to support families, strengthen relationships, improve the well-being of children and young people and increase participation of people in community life to enhance family and community functioning.

The Parent Educator provides intensive parenting support and education to families and children within the home and early childhood centre in which the child is enrolled.

JUMBUNNA PRESCHOOL INCLUSION GROUP

This is an extra group time which has been developed to help children with ASD in the preschool setting to maximise their learning opportunities. The group runs during inside time over 4 hours five days a week.

The structure of the group is determined by the needs of the children with ASD.

Routine, visuals and the physical environment are all adjusted to suit the needs of the children.

This small inclusion group package is also offered through the NDIS.



Children from the Guruman room reading together- 2022



NAIDOC Week 2022

GENERAL INFORMATION

EXITING

Children and families leaving the programs must give two weeks' notice of their intention to leave and complete the appropriate form. Fees are payable for these two weeks. All children leave the programs at the end of the school year prior to starting kindergarten, apart from NDIS participants where supports continue to 17 years of age.

JIPP

After initial referral is completed and child is eligible for the program, Jumbunna staff will meet with the parents to complete the Enrolment package prior to any further service delivery.

CONFIDENTIALITY

Staff gather a lot of information about your child and family to help them develop programs to suit your child. This is a privileged position and all information is kept with utmost care and concern for privacy. We will consult with you about whom you wish us to give and receive this information. You are free to review your child's file at a mutually convenient time with a staff member.

OBTAINING INFORMATION ABOUT YOUR CHILD

Parents can obtain information from the General Manager and staff of the Centre about the health, welfare and conduct of their child. Please contact your Key Worker to make a time to talk to the appropriate person.

SAFETY

At Jumbunna: To ensure the safety of all children, only parents and staff are able to open gates and doors. Please discourage your child from doing this. Staff take care to supervise your child and prevent accidents, however they cannot be held responsible for accidents or injuries that may occur.

At your home: Jumbunna is committed to ensuring staff safety under its Work, Health & Safety Legislation obligations. Management recognises the uniqueness and challenges experienced in providing a safe working environment outside its established internal workplace environments. So our *home visiting policy* is available for viewing upon request, we will need a safe environment for our staff.



GENERAL INFORMATION

ABSENCES – for NDIS clients

If your child is unable to attend an appointment with our staff, please let us know as soon as possible. If your child is absent for any reason, we need to know before 3pm on the day before the appointment, to avoid fees being charged. If this does not occur, Jumbunna will charge 100% of the quoted fee as per NDIS Price guidelines.

If our staff are unable to attend any appointment, you will not be charged.

SICKNESS

If your child is sick they must not attend the Centre. Staff have information from the Health Dept on how long they should stay away, depending on illness.

Please remember that *colds, diarrhea and vomiting are very contagious.*



FEEDBACK OR GRIEVANCE POLICY

We look forward to getting to know your child and welcome the family to our Centre. If you have any suggestions that you would like to put forward please feel free to approach the staff or committee. This can be anonymous, if you wish.

We welcome parent participation and hope we can develop a warm and trusting relationship with you and your child. There is a formal grievance policy which means we seek out and deal with any of your concerns in a formal and fair manner.

We aim to resolve all issues at the lowest possible level, as quickly as possible, so please feel confident to approach staff. If you need help to make a complaint or give feedback, staff can assist. Additionally, legal aid, family support, or government departments such as the NDIS Quality and Safeguards Commission can assist you. A fact sheet from the NSW Ombudsman called *Do you want to make a complaint* is available from our reception area, should you wish to do so.

ADVOCACY

Jumbunna supports the right of children and families to use an advocate of their choice to negotiate on their behalf if needed.

SERVICE EVALUATION

Jumbunna is committed to providing high quality services to children and their families. The Committee and Staff undertake many formal service evaluation tasks throughout the year to determine how well we are meeting needs and how we can best forward plan to ensure efficient use of our resources. You will be asked to participate in these and if you would like to take a more active role by being on the evaluation subcommittee, please let staff know.



GENERAL INFORMATION

POLICIES AND PROCEDURES

Jumbunna has a policy and procedures manual which describes many of the functions of the centre and is available for parents to read. *A USB containing all of our policies will be provided upon request.*

It consists of policies developed by staff and families in conjunction with the various licensing regulations with which we must comply. It includes information on our curriculum and programs and how staff help your child to learn. The safety of all involved at the Centre is paramount and the Centre has procedures to cover these matters.

These policies are regularly reviewed by our Committee, in consultation with staff and parents or carers. The Committee welcomes any input you may have to change and adapt the policies to better serve our families.

FUNDRAISING

Jumbunna is not a fully government funded service, so we rely on other sources of income. Fundraising helps us to meet some of the essential needs of the centre, which helps to keep fees to a minimum. It is vital that ALL parents fully support our fundraising efforts. It is also a great way to get to know other families at our Centre.

Jumbunna is a registered Australian charity and we gratefully accept donations, which, if over \$2.00, are tax deductible.

Fundraising is one of the major responsibilities of the Management Committee.

THE MANAGEMENT BOARD

Jumbunna is run by a management board of parents and community members. There is an Annual General Meeting to elect this board. The board is assisted in all their duties by the General Manager and her staff. All parents are obligatory members of the Association. Parents are welcomed and encouraged to be involved on this committee. The staff have information on the roles of the various committee members and how you can help.



JUMBUNNA SERVICES

ASSESSMENTS

On average, two referrals are received each week resulting in an assessment with our team. This can involve two therapists or a special education teacher assessing the child with their family, using a play-based model. This usually takes one to two hours concluding with a written assessment summary, which is discussed with and prepared for the family, regarding results and options available. Most assessments will cost \$200.

THERAPY SERVICES

Therapy Services offered by Jumbunna include speech and occupational therapy. The therapists are part of our Early Intervention Team and work closely with the teaching staff. Therapists are involved in:

- Assessment and review of children's needs and strengths to help set goals for both individual and family plans
- Providing workshops and information to parents and staff
- Group work
- Liaising with other agencies and organisations that may be involved with children eg. Major hospitals in city, specialist clinics for cerebral palsy, spina bifida, vision and hearing clinics as well as local doctor and services
- Individual speech and OT therapy on a needs basis

Generally, children do not receive individual therapy sessions at Jumbunna as our philosophy is that children learn best in natural settings and are provided with opportunities during their routine activities. For many young children being with an adult in a separate room can be intimidating and isolated from their everyday experiences. Therefore, a lot of the therapy goals are "disguised" in play situations throughout the daily routine of the Preschool.

Children "work" in small groups to help practise many skills, not only those identified by the therapists but those necessary for any situation, including turn taking and sharing. Specific therapy goals are targeted in language groups and gross motor groups.

Of course, there are many other opportunities throughout the Preschool day where specific goals are practised as well – during both indoor and outdoor activities.

NDIS

Jumbunna are also able to provide these services to children at the preschool and the wider community once they have National Disability Insurance Scheme (NDIS) funding. This can be delivered at their school, childcare setting or here at Jumbunna. Our age range for children receiving therapy through the NDIS is 0 – 17 years of age.

Supports we offer include:

- Early childhood supports
- Therapeutic supports (0-17 years)
- Group/Centre Activities
- Communication and information equipment



JUMBUNNA SERVICES

WORKSHOPS

These run regularly for parents and community partners on a need's basis, usually by Jumbunna team members. Workshops can include signing, early language development, motor development, family centredness, Autism Spectrum Disorder, Circle of Security, Bringing up Great Kids and Triple P (Positive Parenting Program) are run usually each term for Jumbunna families and community members and these may include the standard, disability and Indigenous specific courses. Some are held at night. Child care is provided when available.

CLINICS

Jumbunna organises clinics with a range of specialist services, including Paediatric, Aboriginal Medical Services, Community Health (Diabetes Education, Asthma Education and Dietician, Dental, Hearing and Vision) ASPECT.

SUPPORT GROUPS

These operate periodically with families coming together for support, with occasional guest speakers.

LIBRARIES

Items from our extensive equipment, book, toy, audio/visual libraries are available for families to borrow.

HOME VISITS

The option of home visiting is often given to the family for the initial team assessment, IFSP meetings and program implementation, whenever resources allow.



Jumbunna Float from Beef Week
Street Parade 2022



Sandpit play at Sugartown.



JUMBUNNA TRANSDISCIPLINARY TEAM MODEL

Jumbunna has long been a leader in Early Childhood Early Intervention Practices in our local area and we are proud of our service, which has stood the test of time.

Our Transdisciplinary team model brings highly trained staff together to ensure that the children we support reach their potential. Transdisciplinary therapy is team work and consistency, when the therapists work with our educators, who in turn work with the parents/carers to ensure developmental strategies, exercises and goals are formed and practiced in the same manner, often these strategies are incorporated into play so that the therapy is almost unnoticed by the child.

Speech Therapy in preschool?

Speech therapy should consist of more than flashcards and worksheets. As your child enters preschool, play is a very important part of the therapy process. Play keeps the learning fun and your child motivated.

For all types of therapy, activities should work toward functional skills, which will also include academic based skills. The speech therapist will balance play-based activities with structured activities. Pretend play is important to help your child practise his or her skills in what will resemble real life activities. More structured activities will be included as needed.

Early board games are often included at this age because they help your child learn to take turns and other academic skills. Learning numbers, colours, shapes and letters may be addressed, but speech therapists will often focus more on vocabulary such as names of familiar objects, verbs and early concepts, including descriptive words, location words and opposites.

Speech therapy activities will also start to include opportunities to use their speech and language skills with peers and in social settings.

What is Occupational Therapy?

Occupational therapists (OT's) work with children with any condition, disability or impairment that affects their ability to perform the everyday activities of life. OT's work in partnership with the child, their parents and other important people in the child's life such as their doctor, teacher and other health professionals. Occupational therapists can:

- Help children achieve their developmental milestones such as fine motor skills and hand-eye coordination to help with play, school or independent skills
- Educate and involve parents, carers and others to facilitate the development and learning of children
- Help children with developmental delays learn everyday tasks
- Help children with behavioural issues maintain positive behaviours in all environments
- Help children to regulate attention and emotions to better engage in tasks

Your Key Worker

Each family has a Key Worker. The Key Worker works with the therapists, teachers and others to help the families get the support needed for the developmental progress of their child. The Key Worker gains support through staff meetings, individual discussions with therapists, input into the centre program from therapist, and with therapists being involved in the programming of activities when required. The key worker is your conduit for services and support and will coordinate what may be needed for your child.

Parenting programs/workshops

At Jumbunna we offer many workshop seminars that aim to assist you to become the best parent possible, in a friendly and caring environment. We have staff that are trained to support you and your family move into positive parenting and a better way to walk with your children as they develop and grow. Ask about programs that can help you.

Jumbunna has Deductible Gift Recipient endorsement – all donations \$2 and over are tax deductible.



Jumbunna is funded by:

- Department of Social Services
- NSW Department of Education and Communities
- Department of Family & Community Services



**Jumbunna Community Preschool and
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