



Welcome!

to Jungle Zoo

Early Learning Centre



We are so excited to meet you and your family!

Michelle Collins (Approved Provider/ Early Years Centre Designer and Consultant), **Amy Collins** (Centre Manager), **Claire Dennis** (Nominated Supervisor/Director) and all the Jungle Zoo crew would like to say how very pleased we are to become an integral part of your child's first introduction to education.

We are a family owned business and have operated Child Care Centres since 1994. Michelle and Amy have worked together as a management team for the past 18 years and have experienced many different forms of Child Care Operation and Education. We have employed many Child Care Educators over the last 28 years and have always placed an enormous focus on adhering to all Department of Education Regulations, Workplace Health and Safety Laws, and most important, protecting children through the knowledge and best practice of Education and Care Services National Law. We believe in building strong centre foundations, developed thorough internal policies and procedures, some of which will enlighten themselves to you throughout this booklet.



Claire our Director embarked on her Early Childhood Education and Care journey at the tender age of 18 studying certificate III in Child Care. She then went onto study her Diploma whilst raising her family children. Re-entering the work force full time a few years later, she then studied Advance Diploma in Children's Services. Throughout this time Claire has been employed in many areas of the Early Childhood sector working in various leadership positions spanning from long day care, family day care and being a part of committees that advocate for children and educators. Claire is currently undertaking study in trauma informed practice to become a certified Interplay facilitator. To this day she remains committed to lifelong learning and nurturing the minds of young learners. Her most cherished achievements are her amazing adult children and grandchildren. They are kind humans who display compassion with a twist of fun and humour. As a professional Claire instils this empathy and connection with children, staff and families.

She believes passionately that it takes a village to raise a child and feels very privileged to be a part of helping little minds grow. Claire thrives to ensure every interaction with children is an opportunity to inspire curiosity, foster creativity and lay the foundation for a lifetime of learning.

Doc Ref: General/Handbooks/Parent Welcome Handbook

NQF: QA7, QA1, QA4 QA6

Reg: Division 4, Chapter 4.1, 4.2, Division 2, 3, 4, 5, 6

Date Updated: 22/06/2025

Claire has an open-door policy and is available for families most afternoons. Feel free to pop in, call or email to meet with her.

Inspections of our service are available and welcomed at any time. We ask that you contact us to make an appointment so we can take the time to show you around and answer any of your questions. We have an open-door policy, no serious locks, combinations, or passwords. Just open the door and come in. We are friendly and welcoming. Please contact our office via phone 07 48 371 641 or email admin@junglezoo.com.au to arrange a suitable time for a tour.

An exciting new Educational Adventure!

Jungle Zoo ELC

Approved Provider	Liley Pty Ltd ATF The Collins Family Trust
Number:	PR-40015220
Service Number:	SE-40023375
Nominated Supervisor:	Claire Dennis
Address:	2623 Shute Harbour Rd Mandalay, QLD, 4802
Phone:	(07) 4837 1641
General Email:	admin@junglezoo.com.au
Director email:	director@junglezoo.com.au
Website:	www.junglezoo.com.au
Facebook:	www.facebook.com.au/junglezooelc
Kindergarten Approved	



Jungle Zoo ELC is a Long Day Care, Kindergarten and After School Care service situated opposite The Discovery Park, Shute Harbour Road, Mandalay. Bringing a much-needed education and day care service to the Jubilee Pocket/Mandalay side of Airlie Beach.

Offering a variety of options for families, catering for children aged 8 weeks to 12 years, Jungle Zoo has the capacity of 109 children at any one time. We respect equal opportunity and equality of gender for Children, Families, Educators and Community. We employ many people of valued experience and qualifications to ensure ratios of child to educator are always met, if not exceeded,

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Date Updated: 22/06/2025

along with administration, cooks, and cleaners. All our staff have correct Working with Children Checks, and National Police Checks, to ensure we only hire screened and responsible people.

We will always adhere to providing Best Practice quality Childcare, and provide high standards of health and hygiene, and respect for all.

Jungle Zoo will provide children with a holistic educational program, nurturing individuality & play based development.

We have designed an awesome “Zoo” consisting of 4 individually designed rooms, catering to children’s creative and imaginative minds while still allowing plenty of room for individual expression. Our passionate, qualified staff have all been hand-picked to help support children throughout each stage of their development and engage their inquisitive minds for this vital first stage of their educational journey. They will keep your child safe and engaged with their own level of confidence while socialising with peer groups. They will encourage and challenge your child and teach fundamental life skills to progress their voyage or passage onto bigger things.

The Importance of Connecting with Children

Children grow and thrive when in close dependable relationships which provide security, responsive interactions, and nurturing.



A positive adult – child relationship builds on trust, and with care and understanding, children learn co-operation and develop motivation to fully participate in life’s activities.

If children build sound relationships with the significant adults in their early years, it helps them to form satisfying relationships throughout life.

To build strong relationships, Educators at Jungle Zoo will invest time to get to know your child individually and demonstrate their unconditional respect and value for each and every child.



We are building enduring relationships and connections with children, and work in partnership with families. Developing positive relationships based on honesty, trust, and thoughtfulness.

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NQF: QA7, QA1, QA4 QA6

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Date Updated: 22/06/2025

Our adventurous outdoor spaces

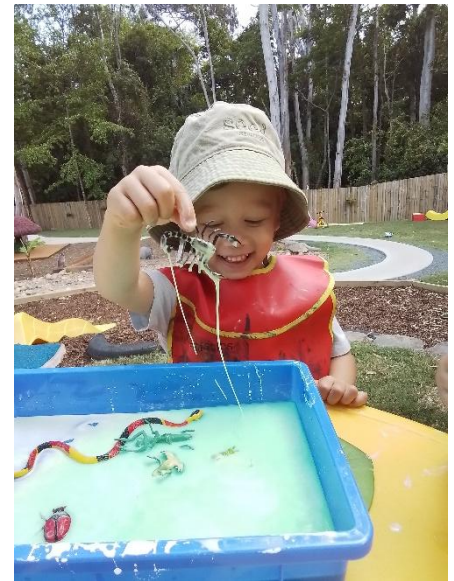
We are excited to see your child engaging and enjoying our natural outside play areas as they offer wonderful opportunities to discover, explore,

climb, run, create, imagine, and play together with friends.

Our garden areas are specifically designed to allow children's curiosity and imagination to go wild and explore what nature has to offer.

We value the importance of outside play and therefore have designed our outside adventure playground to develop many skills for all ages.

Part of our playground allows for plenty of running, ball games, team games of soccer and other ball skills.



Climbing and allowing children some safe risk taking is also important to support children's development. Our Jungle Zoo Crew support children's active play by guiding & encouraging as needed.

Our infants can feel secure in a smaller and supportive environment allowing them the space and time to explore.

They still ride, climb, crawl, experience sand play, and the outdoors, just at a slower pace, with more age-appropriate equipment. Their senses are tested with messy play with paints, playdough and waterplay.



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Our U-shaped building offers a fantastic outside courtyard, which is designed as an outdoor meals and messy play area. The Courtyard is fully shaded, with soothing water mists of sprays, ceiling fans that contribute to cooling the children and hanging tree ferns and plants, provide an ambience for everyone while we eat our meals 'Alfresco'.



Our Adventure Jungle

Horticulture

Make sure you come and look for your child nurturing our vegetable gardens and plants in the outside garden beds.

We eagerly anticipate growing, harvesting and eating our own community grown vegies at Jungle Zoo. Our cooks and children will prepare them lovingly – all the more rewarding when we have produced them ourselves.



Recycling, composting and worm farms, aid in our children's learning about sustainability. We have a variety of gardening implements, and child-friendly tools. Our children will love recycling left over food into the worm garden and then following through with composting, watching them and nurturing them into becoming gorgeous plants, or vegetables.



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Sustainability Garden

Coming soon to Jungle Zoo is our Sustainability Garden, featuring native flora and fauna. A beautiful garden designed for endless days of learning, our garden will be pay our respects to the Ngaro and Gia people.

Jungle Zoo is surrounded by natural rainforest, with a large portion of our land dedicated to a covenant for the protection of a wallaby reserve. While building cannot take place on this area, the animal life is sure to present at our fences, for the delight of our children. An abundance of birds gather around our many trees, and we are certainly not short of beautiful, coloured butterflies!



Our Waterpark

Our fibreglass waterpark is the perfect adventure to help the children cool down on a hot and humid summer's day. With a giant apple cubby house, waterslide and water spraying mushrooms, we're sure even the big kids will want to get in on this fun!



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Magical Garden



Watch the imaginations fire up as insect houses, mushroom stools, and fairies gather in our garden! Completing our own unique yarning circle, this magical, creative wonderland will bring excitement and amazement to our small group activities.

Construction Zone

What child doesn't love getting in and getting dirty! Digging in the sand, driving dump trucks across the river rocks or monkeying around on our Excavator Climbing frame, our construction zone is the perfect place for role playing and exploring.



Bush Kindy on our very own Rainforest Wetlands Wallaby Reserve 'beyond the fence'

While not every childcare centre can boast 'Bush Kindy' in their very own back yard, beyond our fences, we still have the right to use land that is gazetted as conservation for a Wallaby reserve.

We enjoy visiting the Bush when the children and Educators can experience the natural environment of our region. We collect tadpoles from our creek and pick flowers and vines and really discover and explore more of our world.

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Inside the Zoo

Jungle Zoo consists of 4 magically themed rooms, with abundant space for every resource children need for learning and play. Designed to excite children's creative minds, invoke a fun sense of imagination and belonging, our homely rooms encourage individual and small group interactions. Filled with an abundance of natural light, air conditioning for comfort and cosy corners for rest, our purpose-built rooms are sure to delight.

Our age-appropriate groups cater to -

Dreamland: Babies and Toddlers 8 weeks up to 2 years



Warm, cosy, and loving, our Dreamland room consists of 16 babies and 4 educators at a 1 to 4 ratio.

With their very own covered outside veranda and age-appropriate playground, our babies can explore and develop new skills in a safe and nurturing environment.

Woodland: 18 months up to 3 years

A magical, mystical garden full of mushrooms, fairies and butterflies, our woodland room caters for up to 18 children with 4 educators at a 1 to 4 ratio under 2yrs and 1 to 5 ratio over 2yrs.



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Date Updated: 22/06/2025



Farmland: 2.5 years to 4 years

Barn yard fun with a view of our entire playground, our Farmland Room is made up of up to 25 children with 4 educators at a 1 to 5 ratio under 3yrs and 1 to 11 over 3yrs.

Jungleland 4 years – 5 years

29 Long Day Care with a Kindergarten program 9.00am to 3.00pm. 3 Educators always with our three highly qualified educators as well as an Early Childhood Teacher on board.

The Jungleland room also caters for our After-School Care Program for up to 5 to 6 children, 5 years – 12 years with the school bus coming directly from Cannonvale State school to our front door.

What an adventure our Jungleland holds! With its own built-in cubby house, our Jungleland room caters for a Kindergarten program enabling children to reach their full potential in school readiness.



The Jungleland room is headed up by our wonderful Kindergarten Teacher Richelle, qualified Early Childhood Educator, to encourage and engage all your child's independence and confidence.

Our Kindergarten children are enriched with the older children's presence, and for a school kid - what a way to expand your day after school, in a Jungleland Wilderness.

Our indoor space has been designed for lots of fun and play and to ensure that all children, our crew, and families feel a **strong sense of belonging** when they become a part of the Jungle Zoo family.

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Date Updated: 22/06/2025

Hours of Operation

Days of Operation:	We will operate Monday to Friday, closed for gazetted public holidays, 52 weeks of the year.
Hours of Operation:	7.30am – 5.30pm daily

Child Care Subsidy (CCS)

Before discussing our fee plan, an explanation of Child Care Subsidy (CCS) is required.

CCS is a Commonwealth Government initiative to subsidise the cost of quality Child Care. Services must meet strict regulations and auditing in order to receive CCS contributions on family's behalf.

Family's eligibility is subject to an income and activity test through Centrelink, and the results of the CCS application varies from family to family, therefore it is not within our scope to calculate your actual payment until after CCS payment has been allocated.

Jungle Zoo is also a QLD Kindergarten Provider, allowing families to claim the Free Kindy Subsidy. Free Kindy hours are capped to 15 hours per week, 40 weeks per year, or a total of 600 hours. As Jungle Zoo is a Long Day Care service, hours outside of regular school hours 9am – 3pm are still payable.

The important points relevant to our Terms and Conditions in relation to CCS and Fees payable by families are:

- ❖ Parents are responsible for ensuring that they have applied for CCS before their child starts at Jungle Zoo ELC. **Please note, Centrelink will only backdate CCS payments, from the date of application. This may go to the family or Jungle Zoo.**
- ❖ Claims for CCS subsidy payments are traditionally made to the Service, in arrears. Any backdated payment of CCS will be allocated to each family's account. Families are responsible for any payments that are not paid by Centrelink.
- ❖ Full fees are payable until CCS confirmation has been received by Jungle Zoo Early Learning Centre
- ❖ Child Care Subsidy is paid on booked hours.
- ❖ Signing in and out daily for each child is a mandatory requirement to receive CCS as well as assisting staff with emergency evacuations, roll call and other compliance requirements.
- ❖ Any changes to your family's situation must be determined and actioned by you in your relationship with Centrelink, as CCS is dependent on your family's relevant situation.
- ❖ Absentee days such as child is away due to illness, child is away on holidays, service is closed on a public holiday or where your child is not in attendance, but fees are charged, will be covered by CCS. Each child is eligible for payment of CCS for up to 42 absences per financial year. If your

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child's absences are close to this amount before the financial year ends, it is best to speak to Claire or admin for further information.

❖ **Reporting Absences:** Jungle Zoo has a legal obligation to record all absences of children who are in receipt of government subsidy (CCS). If your child has been absent and you receive CCS, you have a legal requirement to notify our administration of the reason for each absence.

- Notify admin or Claire if your child is going to be absent; and
- State the reason why your child is absent e.g., illness, holidays.
- Signing for your child's absence is mandatory and can be performed next time you are in via our kiosk system.

PLEASE NOTE: Part of family's obligations is to ensure via My Gov App, that once all paperwork has been entered by Jungle Zoo, that confirmation of enrolment is completed to ensure CCS is applied to your account. It is each Family's responsibility to maintain this account to ensure correct CCS payments can be claimed accurately.

If you require more information about CCS please speak to Claire or Amy or follow this link <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Service Fees and Charges

Our published full fees before any individual Child Care Subsidy¹ (CCS) are per child:

Long Day Care Session (anytime between 7.30 am and 5.30pm) Monday to Friday	Dreamland: \$173.49 PER DAY Woodland: \$173.49 PER DAY Farmland: \$173.49 PER DAY Jungleland: \$169.30 PER DAY
Long Day Care Kindergarten (anytime between 7:30am and 5:30pm) Monday to Friday	\$169.30 PER DAY
After school care – 5yrs to 12yrs 3:00pm – 5:30pm Monday – Friday	\$60.00 PER DAY
Vacation care – 5yrs to 12yrs	\$125.50 PER DAY

Additional Charges per child – these charges are not subsidised by Child Care Subsidy

BOND:	\$100 per child (refundable as per our Terms and Conditions) no GST. Payable before child starts
ENROLMENT FEE:	\$200 GST inclusive (non-refundable) Payable before child starts

¹ Child Care Subsidy (CCS) See explanation of Child Care Subsidy as listed in this booklet

RE-ENROLMENT FEE:	\$50 GST inclusive (non-refundable) applies upon re-enrolment which occurs Term 3 of each calendar year and applies for the following calendar year.
LATE COLLECTION OUTSIDE SESSION HOURS FEE:	\$33.00 GST inclusive, per 30 minutes or part thereof, when a child is collected after our licensed time of 5.30pm. CCS will not cover late fee charges.
LATE PAYMENT OF FEES CHARGE:	\$55.00 GST inclusive, per child, per week will be charged to your account in the case of fees not being paid as per our terms and conditions ² . CCS will not cover Late Payment of Fees Charge.

Public Holidays

- Jungle Zoo will be closed on gazette Public Holidays³
- Fees are to be paid for Public Holidays if this would be your normal session of care.
- CCS will be available to subsidise your child's regular hours booked for any public holiday subject to family's applications. See our section on Child Care Subsidy.

Terms and Conditions

- ✓ Fees are required to be paid at least a full week in advance at all times. Families that nominate a payment frequency of weekly, fortnightly or monthly will be required to be a full week, fortnight or month in advance. Invoices/Statements will be supplied regularly through our OWNA portal, and printed and placed in family communication pockets internally.
- ✓ Fees are payable for all booked days whether the child attends Jungle Zoo or is absent.
- ✓ Jungle Zoo ELC is closed on all gazetted QLD public holidays. Fees are payable if your child's normal booked day falls on a gazetted public holiday.
- ✓ You must apply for Child Care Subsidy prior to your child starting at Jungle Zoo ELC.
- ✓ Until your application for CCS has been approved, **full daily fees as per your child's weekly booked occupancy must be paid**. When Centrelink has paid funding for your family, all CCS funds allocated for your child will be applied as a credit onto your account.

² In particular refer to Terms and Conditions, Payment of Fees Policy

³ Gazetted QLD Public Holidays

Your Fees and Our Commitment to The Smith Family, and the Victor Chang Institute – full disclosure

We endorse and support the work of the Smith Family through our sponsorship in their Learning for Life program to enable Australian children to access Education.

Jungle Zoo ELC are committed to our charity organisation - The Smith Family. This has become a part of our centre Philosophy as a genuine effort to promote Australian Children who are being supported through the Smith Family to achieve quality Education and care.

It only takes \$104 per month to sponsor a child to enable an Educational Learning platform through the Smith Family.



Jungle Zoo are committed to the sponsorship of several children (our goal is 10 children).

We will allocate .50 cents per child per day (booked and paid) fees to our Charity. Our goal of 10 children will be reached when we have a full capacity of childcare occupancy in our Service.

The Victor Chang Institute is developing amazing heart research and breakthroughs for children while in vitro to avoid heart issues and we are happy to support them with this work.

How to Pay your fees

Jungle Zoo will ensure that your statement of account is emailed to you on a regular basis and any enquiries or concerns regarding your account can be directed to Claire or admin in our reception for further clarification.

At the time of enrolling, families will be asked to enter their bank account or card details to set up a direct debit for payment of fees. Once you have started care, you are able to change to another form of payment if direct debit is not suitable for your family.

Fees are required to be paid in advance and kept in advance at all times. We have the following options to ensure that families can conveniently pay their accounts:

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Date Updated: 22/06/2025

DIRECT DEBIT:

A Direct debit form will be completed when enrolling your child into Jungle Zoo's care.

- You can choose to direct debit weekly, fortnightly or monthly from your nominated bank account or debit/credit card.
- Charges will apply through our merchant FatZebra, who partner with our OWNA software.
- If your payment for direct debit is declined for any reason, you will be required to address the declined payment with Amy or our administration department immediately to arrange another form of payment⁴.

DIRECT DEPOSIT:

- Direct Deposit into our nominated bank account. Details are:
 BSB: 064 826
 ACCT: 10334950
 NAME: Jungle Zoo ELC
 Please use the account holder (parent 1 on enrolment) name as reference

DIRECT DEBIT IS THE PREFERRED METHOD TO PAY YOUR ACCOUNT

Claire and our admin staff are always approachable and available for discussions relating to your family's unforeseeable financial circumstances. We welcome families who may be in this situation to come and talk to us and a workable solution may be achievable for all parties.

CHANGING YOUR CHILD'S DAYS OF CARE

- ❖ When applying to increase or decrease your child's days of care, please refer to our Change of Care Form and return it to the office as soon as possible.
- ❖ Two (2) weeks written notice of intention to end care, with final day of care stated is required. The \$100 bond paid on commencement will be refunded after the final day of care has been attended and all fees are paid in full. We ask families to please use the Cancellation of Care form when giving notice to finish care with Jungle Zoo.



- Please Note: If you choose for your child not to attend during this notice period, Government Subsidy (CCS) payments will cease from the last day your child attended the centre and full fees will be required to be paid for any sessions booked but not attended. (CCS) will not be paid for absences once a child has ceased attending care.

⁴ Failure to make payments may jeopardise your child's placement

Okay, so let's enrol your Child!



Your child's enrolment can be easily completed through our online portal. Claire or our admin staff will then reach out to you, discuss our situation for your child to commence, and transfer your details to the enrolment database. Once this is done, we can complete the enrolment process.

In order for us to start off a relationship that is professional and conscientious, we are unable to allow any child to commence care without all appropriate forms completed, including emergency contact details, immunisation records, any medical forms or action plans required and applicable processes for CCS and appropriate fee payments.

Immunisation

To ensure the health of all our Jungle Zoo family, we require all children enrolling at Jungle Zoo ELC to be up to date and/or fully immunised according to legislative requirements. Please ensure that you speak to Claire or our admin staff for more details.

Upon enrolment, families are required to supply a copy of their child's updated immunisation records. An Immunisation Statement from the Australian Immunisation Register (AIR) is the only accepted evidence of your child's immunisation status. You can access this Statement from your MyGov account. Please refer to the link for further information.

[https://www.servicesaustralia.gov.au/how-to-get-immunisation-history-statement?context=22436#:~:text=Sign%20in%20to%20your%20myGov,19%20digital%20certificate%20\(PDF\).](https://www.servicesaustralia.gov.au/how-to-get-immunisation-history-statement?context=22436#:~:text=Sign%20in%20to%20your%20myGov,19%20digital%20certificate%20(PDF).)



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Once enrolled, we like you to be comfortable with entering child care, so we suggest Orientation for families and children

Claire and the Jungle Zoo crew believe in the 'settling children and parents as fast as is reasonably practical' process. We understand the distress for parents, the uncertainty and anxiety of leaving your child. We also deeply see the beneficial effects, sense of security and belonging an Orientation can bring to both child and parents.

Therefore, at Jungle Zoo, we offer and recommend that you participate in this process, as we feel it is very important that both you and your child have a smooth transition into the daily culture, environment and ourselves before commencing care. The orientation process may take one or more visits and is tailored to meet the individual needs of your child and family.



Confidentiality

Confidentiality is of paramount importance at Jungle Zoo. All of the information provided to us by you, such as addresses, phone numbers, and custody information, is seen and recorded only by the administration crew and the Educators directly responsible for the care of your child.

At no time will information be given out without your consent, and any individual meetings that take place between you and Amy or any of our Educators will be undertaken with the highest degree of professionalism.

Child Protection Statement

Jungle Zoo have a duty of care to protect children from risk of harm. Michelle Amy and Claire take child protection extremely seriously.

The service has policies and procedures in place to ensure legislation is followed to protect children. The Children and Young Persons Care & Protection Act 2000 requires that all Educators, Nominated Supervisor and the Approved Provider have a Duty of Care to report any child protection issues and all educators are expected to be mandatory reporters. Regular Crew meetings and internal Education for our Crew will ensure we are all trained in the correct interpretation and procedures for detection of child protection issues.

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Parent Involvement and our commitment to an Open-Door Policy

We have security measures in place, to ensure your child is safe inside our Service⁵. An Open-Door Policy, simply means, family members can come into the Service at any time and are welcome to join in learning activities and celebrate events and special days with us.

Parents are recognised as the child's '*first teachers*' and Jungle Zoo is committed to optimising your continued involvement in your children's day at our Service. Our crew encourage the involvement of parents, carers and families in the Centre's activities and believe that this fosters an understanding, respect and awareness of the important inter-relational link between staff, children and parents. Parents are invited to participate in the life of our Centre at a level appropriate to their personal circumstances and needs.



Participation by parents, guardians and families imparts a positive impression on your child and allows them to feel

supported as well as a **sense of being**. There are many opportunities for involvement for our families. We understand that time can be precious for all parents, which is why we accommodate many forms of involvement to assist you and your child, and in turn benefits the centre as a whole.

We ask that you ensure your child is in attendance prior to 9.00am to allow them to settle and experience their full day's educational experience. Settling children each day with their peers and educators allows them to feel a strong **sense of belonging**.

⁵ See our section on Safety and Security

Exciting activities and events held at our Centre can include:

- Daily Acknowledgement of Country ceremony in our yarning circle
- Bush Kindy on our own Wallaby Conservation reserve
- Outside meals and eating, occasional BBQ's and Pizza lunches
- Children's birthdays celebrated with their room peers
- Grandparents and Special Friends Day
- Disco and Movie Nights
- Easter Hat Parades
- Mother's Day Morning Tea
- Father's Day
- Open Days
- End of year celebrations including Christmas Parties and Graduations for Kindergarten
- Volunteers for children's excursions
- Cultural visits
- Celebrations of multicultural and indigenous events
- Celebrations of events such as teddy bears picnic, spaghetti day, colour runs and sports days
- Parent lead learning activities e.g. cooking Grandma's famous muffins recipe, gardening and animals show and tell
- Impromptu concerts and sing-a-longs, performed inside, in our covered courtyard or on our time garden stages & amphitheatre

Safety and Security:

While ever observation and supervision of children, staff and visiting family members is naturally a part of our culture (and regulatory requirements), we anticipate with a large centre and outdoor play area that there may be times we could survey an area and see a need for immediate response.

Jungle Zoo has glass windows viewing into rooms from every angle as well as CCTV cameras throughout the inside and outside of the building. These are in place to ensure the safety of all children and educators within the Service as well as families and visitors. We also have added security against (hopefully not) vandalism and break-ins.

The CCTV link is only accessed by Claire, Michelle, Amy and staff within Jungle Zoo ELC employ.

Rest assured there is no external, ONLINE access to the link at any time.

There are CCTV cameras in each of our 3 cot rooms, to enable the crew to monitor our babies and toddlers sleeping and respond immediately to an awakening child, in order to provide less disruption to other's sleeping nearby. We have cameras in each large area where there are children and Educators, providing safe supervision.

There are no CCTV camera's in the children's and adult's bathrooms or near any nappy change areas. This is to respect the privacy of our children and staff.

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If you have any questions or concerns about the CCTV cameras, please speak to Claire, Michelle or Amy.

We are committed to ensuring that all your personal information that is stored on our computer system is protected. All our computer software or hardcopy files that store your personal information, including enrolment details, emergency information, medical information and other required data will have the appropriate security to ensure its safety and protection.

EMERGENCY SITUATIONS AND SAFETY AT THE SERVICE

All care is taken to avoid any emergency, but unfortunately situations may occur, and must be prepared for.

So, at Jungle Zoo, Emergency evacuations as well as simulated Lockdown procedures are regularly practiced both scheduled, and random, to enforce staff's confidence in any situation to safely care for everyone's safety.



An **evacuation** would be necessary for any situation where the children and staff are in danger inside the building, such as a fire.

A **lockdown** is activated when a local situation threatens the safety of the occupants of our building, as enforced by the local police or as determined by the responsible person in charge at the time.

- ❖ Each staff member is required to take turns in the planning, risk assessment, reporting and evaluation of the evacuation or lockdown situation on a regular basis. Rotating duties in this way ensures all staff are proficient in the exact procedures required.
- ❖ Children are taught the sounds, actions, and procedures by the Educators in a manner that will encourage awareness, not frighten.
- ❖ Procedures for evacuation are placed at every exit in the Service for the information of families and visitors. Please make yourselves aware of these evacuation procedures⁶ and if you are in attendance during the practiced drill, please ensure you follow the Educators information.



evacuation occurs.

- ❖ Each cot at Jungle Zoo ELC is an 'evacuation' cot and can be used for transporting babies and toddlers who may be immobile quickly, or perhaps sleeping when the



- ❖ Fire extinguishers are strategically located throughout the Service.
- ❖ As part of our emergency safety measures all children in attendance at the Service are noted from the signed in attendance

⁶ At times, the service may ask families to attend scheduled evacuation procedures

records. Each child is identified during a fire drill. **This is another reason why it is important to ensure that you sign your child 'IN' and 'OUT' of the Service each day.**

Health and Hygiene

- ❖ Children and educators are actively encouraged to practice good personal hygiene at the service. We believe that this helps to minimise the instances of illness at the service. We also believe that if your child is ill, the best place for them is to be at home where they can recover faster.
- ❖ If your child presents at the Service with signs of illness, Claire or the responsible person at the time, may advise that they are not well enough to participate in the service's daily activities and you will be asked to make alternative arrangements until they are well or the exclusion period has ended and seek medical advice (you may be asked to provide a medical clearance letter before your child can return).
- ❖ Should your child become ill at the service, observation, documentation and first aid will commence, and you may be contacted to collect your child from the service and seek further medical advice. (Please note that Panadol is not regarded as a first response and can only be administered in emergency situations and with prior written parental consent).



- ❖ It is important that you read the service's Administering of Medication Policy⁷ carefully to know the guidelines for Educators to administer medication to your child including Panadol, prescription and non-prescription medication.
- ❖ A list of common infectious illnesses, their exclusion periods and policies and procedures related to illness and minimising the spread of infectious diseases are available from our office.

Meals and Dining

At Jungle Zoo ELC, we believe mealtimes to be a wonderful opportunity for socialising, trying new foods and experiencing different cultures. Our undercover courtyard will allow mealtimes throughout the day to be relaxing, whilst adventurous picnic style meals, allowing the children to share a time with adults and their peers. We also aim to allow children to be independent, making food selection choices and feeding themselves where appropriate. Discussions of health, nutrition and food tastes will be a big part of the format for meals time.

⁷ Refer to Service Administering of Medication Policy

Educators will firstly ensure hygienic preparation of the tables as well as encourage hand washing hygiene with children and then guide them with self- help selections of food. Educators will sit with the children and join in conversations and make mealtimes a social event.

Our qualified chef will ensure that the children are provided with a well-balanced menu that caters for all children's dietary requirements due to cultural or medical reasons. Our detailed and varied menu will be displayed on our electronic screens daily. We are happy to share any recipes for you, especially when the children love what we have cooked.

Educators will be fully aware of children who we have been notified of having food related allergies, or specific dietary requirements. This will ensure we keep children safe and healthy, for all the Educators, and any visitors to be aware.

- ❖ Food will not be withheld from a child as a form of discipline.
- ❖ If a child chooses not to eat a meal for whatever reason they will be offered a choice of other food options or something else later-on.

Fruit and drinks will be available for snacking throughout the day, for the child who needs something more.

Parental involvement

- ❖ Please feel free to join in a mealtime, taking notice of our guide to each session.
- ❖ If you have a family recipe that you feel works well for your child, please do not hesitate to offer the recipe to our chef, or Claire, to trial.
- ❖ If you would like to participate in a demonstration of cooking, please do not hesitate to offer the chance to our chef or speak to Claire. Our children and Educators would love to participate in tasting your specialty!

We work with the Dietary Guidelines of Australia to ensure a well-balanced menu for all children which will be available for all families to see.

Babies and Infants Care

Infants requiring Educators help with feeding, will enjoy their food in the nursery room.

We take your daily advice on times for babies eating, drinking, and sleeping schedules and understand the need to continue development monitoring as they quickly change these needs.



Doc Ref: General/Handbooks/Parent Welcome Handbook

NQF: QA7, QA1, QA4 QA6

Reg: Division 4, Chapter 4.1, 4.2, Division 2, 3, 4, 5, 6

Date Updated: 22/06/2025



We are guided by you when your child is being introduced to solids, preferred times of eating, and taste preferences, and work with you in introducing new foods.

Infant's foods are prepared fresh daily and served according to individual development stages and dietary requirements.

For Infants requiring bottles for breast milk, or formula⁸: We

will require you to supply bottles, breast milk in bottles, or formula in clearly marked tins with your child's name. Boiled

water is held in the fridge ready for your Infant's feed, formula is made fresh for baby, and bottles are warmed if required in bottle warmers. Excess breast milk or made-up formula after feeding baby, will be discarded after analysing if your baby is replenished.

Infants drinking from bottles can be transitioned at Jungle Zoo in the use of sippy cups. Cow's milk will be provided when they are ready.

Babies and toddlers Cot rooms and Safe Sleeping or rest



Jungle Zoo will provide your child with a busy day of play in our adventurous centre. We also value children of all ages need for sleep, rest and relaxation.

We will adhere to guidelines from Red Nose when ensuring the safety of our younger babies as we ensure their comfort during this valuable time.

We ask that children do not wear teething beads/ necklaces while at Jungle Zoo for safety reasons. They may be removed when a child is resting or sleeping.⁹

⁸ See our Breast Feeding and Bottle Preparation Policy

⁹ Refer to our Safe Sleeping Policy

Comfortable and non-restrictive clothing is important at sleep time to promote your child's comfort at this time of the day.

Children in the older rooms will have the opportunity to rest their bodies after a busy play time.

This may consist of a rest/ sleep on a bed or a quiet story with a small group of children and educator. This time is valuable for all children to rejuvenate, ready for more fun and activity.



It is important for all school age children to have a variety of active and quieter play while with us and we will ensure that there is a wonderful balance of both for children to choose as needed.

We have included in our service:

We are aware of how busy families can be and therefore at Jungle Zoo we aim to ensure that we supply all that your child needs to enjoy their day of play and relaxation while with us throughout the day.

1. Nutritious, varied and enjoyable meals are included for
 - Morning Tea
 - Lunch
 - Afternoon Tea
 - Late Supper as required
2. Linen for all rooms (including sheets for rest time for our older children, cots sheets for our babies) and lighter blankets for the cooler weather. The linen is laundered on site and will not be shared between children.
3. Nappies are provided and are regularly changed and notified, as needed.
4. Bibs to protect children's clothing if required.
5. Aprons to protect children's clothing at messy play.
6. On enrolment, a Jungle Zoo Hat is provided for appropriate sun safety. Additional hats can be purchased from reception.

Doc Ref: General/Handbooks/Parent Welcome Handbook

NQF: QA7, QA1, QA4 QA6

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Date Updated: 22/06/2025

7. We supply protective sunscreen cream in each room. Each day, you will be asked to ensure appropriate sunscreen is applied. The Crew will reapply all children at various intervals when needed.¹⁰ Jungle Zoo is a Sun Smart Service with the Cancer Council.



8. Antibacterial hand wash. All family members are asked to observe hand hygiene at mealtimes, after toileting, upon arrival and when leaving the service to prevent cross infection. Antibacterial wipes are made available for your use to wipe down the kiosk screens when signing in and out.
9. On enrolment, a drink bottle is provided to each child. You may use this at Jungle Zoo for your child, with their name clearly marked. Additionally, we provide many opportunities for children to drink water to ensure they stay hydrated during their busy day.
10. Drinks such as water, cow's milk, dairy free milk or lactose free milk will be supplied throughout the day.
11. On enrolment at Jungle Zoo, a T-Shirt (size suitable for your child) is supplied. While this is not necessarily a uniform, if your child wishes to wear this shirt into Jungle Zoo, it may come in handy for saving your home clothing from messy play. Additional shirts can be purchased from reception.
12. Each child is supplied with a sun safe SPF50+ swim shirt and shorts to be worn in our waterpark.
13. As we do back onto mangroves, we know mosquitoes and sandflies can be particularly active in our area, especially in the late afternoon. Our Zoo crew will apply insect repellent for your child as often as sunscreen to keep your little ones comfortable.

What we suggest you might bring

Each child will have a locker at their disposal. At Jungle Zoo, our aim is to ensure that families have little to bring as we provide all that your child will need throughout the day.

You are more than welcome to pack a bag of spare clothing for your child if they need it for the day. While your child is transitioning at toileting, we would suggest, several sets of pants clearly labelled might be necessary.

¹⁰ Refer to our Sun Safe Policy

If your child likes to have a secure cuddly toy¹¹, dummy or another comforter with them, this is fine to provide. Please ensure that you let us know their comfort needs, for example: to assist with separation from loved ones or when tired etc. Please try to avoid bringing toys from home if not needed for the child's rest or comfort as these can get played with by other children and develop in unnecessary conflicts and emotional times.

We are a breastfeeding friendly service and will adhere to you and your child's direct requirements.

Children's Clothing ready for play

The physical environment of our 'Zoo', is designed for children to play, learn, and develop through exploring, discovery and creativity. Stimulating their imagination to invent and develop new skills. All this means, generally getting messy¹².



Our suggestions for appropriate clothing to enable children to maximise their day at Jungle Zoo, include:

- Jungle Zoo crew want children to be able to freely explore and play with the ability to use equipment safely, without restrictions. Clothes for children that are comfortable, able to run, jump and climb in will be the most suitable.
- We want children to be independent and empower them to toilet themselves as needed. If your child is toileting, clothing that allow them to develop skills to be able to become self-sufficient will help with the process. i.e. elasticised trousers, track pants – rather than buttons, zips, belts etc.
- Children will be encouraged by educators to use aprons for messy play and art experiences to protect their clothing. Accidents and mess can always happen and therefore we encourage you to leave their good clothing for other occasions.
- Children should be appropriately protected from the sun during outdoor play – our provision of shirts, hats & swimwear is compliant with the recommendations from the Cancer Council and Sun Safe Play.¹³
- Children's clothing should accommodate varying weather conditions. I.e. be loose and cool in summer to prevent overheating and warm enough for cold weather – including outdoor play. At all times educators will monitor children to ensure they are appropriately dressed for all weather, play experiences, rest and sleep routines.



¹¹ Please refer to our Toys from Home policy

¹² See Children's Clothing Policy

¹³ Refer to our Sun Safe Policy

- Children should have appropriate footwear that enables them to play comfortably, run, climb and jump. Thongs, clogs or backless shoes can cause children to fall and do not allow children to use equipment safely.
- Clean and appropriate spare clothing will be made available to children should it be needed. Families are asked to pack a spare change of clothes each day including a t-shirt, pants, underwear, and a jumper.
- All clothing and belongings must be clearly labelled with the child's name.

Inclusion Statement

Jungle Zoo ELC recognises the individuality of each child and family. The Service respects that staff, children, and families may come from a range of cultural, linguistic, economic, religious, and social backgrounds, and may possess diverse ideas, abilities and needs. Jungle Zoo respects the diversity of Australian society and endeavours to provide a program, within the capabilities of the room and staff, where cultural background, creed, gender, developmental & physical ability is inclusive, richly appreciated, and nurtured, allowing the child to feel empowered by their heritage, beliefs, and abilities.

Jungle Zoo does not tolerate behaviours, language or practices that label, stereotype or demean others.

Policies and Procedures:

Families are reminded that a copy of our Service's Policy and Procedures manual can be accessed in the parent's reference area, in the hall. Just ask Claire if you are having trouble finding it. Policies are also available on our online parent communication APP.

Our Policies will be brought to your attention during enrolment and there is always the opportunity to provide feedback or have input into Policy development during your time with us.

Claire, Amy, Michelle and the crew are constantly reviewing each center policy, to ensure we follow procedures consistently and safely.

Curriculum, the 'Early Years Learning Framework (EYLF) and My Time Our Place (MTOP)

We will work closely with these frameworks for Early Education and Care.

The Early Years Learning Framework (EYLF) and My Time Our Place (MTOP) will be part of our educational program as we work with our children 5 years and under.

Doc Ref: General/Handbooks/Parent Welcome Handbook

NQF: QA7, QA1, QA4 QA6

Reg: Division 4, Chapter 4.1, 4.2, Division 2, 3, 4, 5, 6

Date Updated: 22/06/2025

Both frameworks are closely linked and follow a wonderful journey into children's learning, play and fascinations and allow principles and practices that educators can work towards to support this.

For more details about these frameworks refer to the link:

<https://www.acecqa.gov.au/nqf/national-law-regulations/approved-learning-frameworks>

How we adopt the EYLF and MTOP at Jungle Zoo

The curriculum at Jungle Zoo is developed and planned in consultation with children, educators, and families. We have an educational leader in every room at Jungle Zoo ELC, as well as an internal representative for educational mentoring and use of consulting services.

Our experience and working knowledge of the EYLF and MTOP Learning Outcomes, Principles and Practices, gives us a great basis of understanding. We are continuously learning as we observe from the children and adapt to what suits them individually.

"We believe children are capable of initiating their own learning by building on each other's strengths, facilitated by educators as co-learners."

quote from our Philosophy

The curriculum reflects the individual strengths and ideas of each child. All our programs across the Service are guided by our unique philosophy.

The key learning outcomes that are aligned to the Early Years Learning Framework (EYLF) and My Time Our Place (MTOP), encompass the following key understandings:

- 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.



"We believe learning is happening all the time and is interwoven through all developmental domains. Our aim at Jungle Zoo is to make this ongoing learning experience safe, positive, and fun, nurturing the whole child as we strive to guide children into the next stage of development, with confidence in themselves and an excitement for continued learning."

quote from our Philosophy.

Jungle Zoo's Early Childhood curriculum is the vehicle for your child's learning and development whilst enrolled here. As mentioned previously, our program is embedded from 7.30 when we open until 5.30pm when we close, and it is most important for your child to experience the full benefit of the educational value by attending the service by at least 9.30.

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NQF: QA7, QA1, QA4 QA6

Reg: Division 4, Chapter 4.1, 4.2, Division 2, 3, 4, 5, 6

Date Updated: 22/06/2025

We view the curriculum as everything your children will experience from our program. This includes daily routines like mealtimes, our physical environment, and our materials and equipment. It also includes time to play and discover at a pace set by the child, the interaction between and engagement of children with other children and with educators, and our partnerships and communication with families, other agencies, and the wider community.

We understand the importance of appropriate planning for children's learning. To ensure that our curriculum is of the highest standard, we employ a team of skilled and dedicated early childhood educators who are committed to challenging their own knowledge and being informed by the latest research in early childhood education.

While your child attends Jungle Zoo, our educators will keep written documentation on their learning to assist them individually and appropriately plan for your child's participation. We will consult with you as we grow this picture of your child and all recorded information about your child is available for you to peruse at any time. Educators are available, by appointment, to discuss your child's progress and they also welcome the opportunity to chat informally with you.¹⁴

In short, we follow the lead from The EYLF and MTOP with internal mentoring by our very professional Educational Leaders and consultancy from outside sources collaborate regularly within our team of Educators, to absorb and react to the children's ideas and fascinations.

We believe when children feel safe, they find confidence to explore, learn, and grow.

We want you to know all about your child's day

Communication about your child's day and ensuring that you receive as much information from us is an important priority to Jungle Zoo Crew.

With the use of 'OWNA'¹⁵ by our crew this will ensure that families can be involved in their child's day at any time.

Educators can share your child's learning, social interactions, fun and play with you on a regular basis with photos notes and stories that give you great insight into what happens throughout the day at Jungle Zoo.

This regular communication will allow for educators and families to have open discussions about their child's day when picking up their child. It is also a great tool to talk to your child about their day through the OWNA APP looking at photos and discussing with your child their play and learning.

¹⁵Our OWNA app contains an online digital form of documentation that is available instantly for families to view.

“Children thrive when families and educators work together in partnership to support young children’s learning.” (Early Years Learning Framework)

We believe the experience of nurturing and supporting children through their early education is very important and we will continue to build a strong relationship with our families and the wider community.

Sustainable practices and Commitment – also what do we do with the leftovers?

At Jungle Zoo, our Educators, children and community work together to learn about and promote the sustainable use of resources and to develop and implement sustainable practices.

- ❖ Jungle Zoo implements practices such as using recycled materials in our learning environment
- ❖ Energy efficiency
- ❖ Recycling water
- ❖ Conservation
- ❖ Composting of left-over foods and some papers
- ❖ Lowering the need for paper in administration through digital emailing
- ❖ Recycling of wasted paper through shredding and using for pets
- ❖ Worm farming
- ❖ Growing herbs and vegetables in garden beds
- ❖ Using sustainable materials wherever possible



Families are more than welcome to be involved in this commitment.
Please see your child’s educator with any questions or ideas.

Excursions are an important part of our curriculum

Written permission is required prior to any child leaving Jungle Zoo with an Educator. This authorisation can only be given by the parents or other authorised persons.

A form detailing the following must be completed and authorised.

- The reason why the child is to be taken outside the premises
- The date when the child is to be taken outside the premises
- The proposed destination
- The method of transport
- The proposed activities
- The period when the child will be away from the premises
- The number of staff members and any other responsible person who will accompany and supervise the child

Please note during any excursion the staff accompanying the children will carry a first aid kit, a mobile phone and the children’s emergency contacts.

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NQF: QA7, QA1, QA4 QA6

Reg: Division 4, Chapter 4.1, 4.2, Division 2, 3, 4, 5, 6

Date Updated: 22/06/2025

When we are planning an excursion, plenty of time is given for parents to plan, prepare and pay for the extra experience. Excursions will not be compulsory but will be planned to best benefit the curriculum for various age groups.

Family members please note, - Smoking and Alcohol is banned in and around our premises – due to health concerns and regulations.



Respecting our licenced hours and staff rights to leave on time

Families are encouraged to collect their children at their convenience, but you must be out of the building by 5.30pm due to licencing, insurance liability and to allow the Educators to go home on time.

Jungle Zoo's Service Approval ends at 5.30pm each day, and all children must be off the premises by that time.

Please do not linger in the hallway if you are collecting your child close to closing time.

Procedures for you if you have a Complaint or Grievance

If you have concerns about the care, you and your child are receiving in Jungle Zoo, please communicate it to Claire, Amy or Michelle.

We pledge to attend to all issues promptly and confidentially in a manner that:

- Values the opportunity to be heard
- promote conflict resolution
- Encourages the development of harmonious partnerships
- Gather information relative to each grievance to be best informed
- Ensure that conflicts and grievances are acted on according to other complimentary Jungle Zoo policies
- Mediated fairly
- Are transparent and equitable.

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NQF: QA7, QA1, QA4 QA6

Reg: Division 4, Chapter 4.1, 4.2, Division 2, 3, 4, 5, 6

Date Updated: 22/06/2025

Where possible, complaints can be dealt with on the spot by your child's educator. This is usually the person with the closest relationship with your family. If the complaint is about an issue that the educator considers to be outside their control, or you do not feel comfortable sharing your complaint with the educator, please go directly to Claire or the Responsible person on duty at the time. It may be necessary to make another appointment time to discuss the issue.

If, after following the above process you still feel dissatisfied with the outcome and wish to take the complaint further or in cases where the complaint is serious in nature, please contact the QLD Regulatory Authority at the following contact details: -

Early Childhood Education and Care
Department of Education
PO Box 15033
CITY EAST QLD 4002
Email: eccec@qed.qld.gov.au
(please include your contact phone number in your email)

The management and Crew at Jungle Zoo appreciate families raising awareness of issues of concern, as this is the best way to improve our service and/or rectify mistakes.

It is advisable that confidential conversations should preferably take place in a quiet area away from children, other families and staff who are not involved. We have our director's office, where meetings can take place in a reasonable manner.

Where a complaint is preferred to remain confidential, this will be honored. However, issues cannot always be resolved in isolation and sometimes they need open discussion in a resolution focused way.

Where an educator believes, they will have to share a confidence with another person to resolve an issue, or if the nature of a complaint requires that a third party must be informed to meet legislative requirements, they will inform you of this need prior to any further discussions on the matter.

On rare occasions, Jungle Zoo Management is required (under the Child Protection laws and through our responsibility to the QLD government regulating body), to report certain issues to the QLD Regulatory Authority.

Standard steps to resolve an issue will include:

- Listening carefully to the issue at hand (either verbally or in writing)
- Interviewing all involved to obtain the facts, the obvious first step to an equitable resolution
- Looking at CCTV footage to ascertain the facts.
- Striving for a prompt resolution with reasonableness to all involved
- Advising the relevant parties of the outcome and any action taken - preferably in writing
- Follow up with all involved after resolution to confirm the outcome.
- Put measures in place to prevent perpetuation in the future.

Other Policies and Procedures pertaining to the conduct of Jungle Zoo ELC are published and made available in our Library, in the hall, and can be translated into other languages upon request.

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*Once again, from Claire, Amy,
Michelle and the Zoo Crew we
welcome you to the Jungle Zoo
family, and look forward to a
memorable, life-long friendship*

