

Referral Guide

Jump in Puddles

PLAY IN THE RAIN

dig in the dirt

Make Mudpies

CATCH BUBBLES

BUILD A CUBBY

REACH FOR THE STARS

C L I M B

Look for Treasure

Dream BIG

BELIEVE

Puddle
Jumpers
Because Kids Matter

An Information guide for agencies and/or families
wanting to refer clients to Puddle Jumpers Inc

Contents

Purpose.....	3
About Puddle Jumpers.....	4
Aims and Objectives.....	5
Child Protection.....	7
Camps.....	8
Community Food & Essentials Nights.....	9
Activity Days & Op Shop.....	10
Kids Code of Conduct.....	11
Safety.....	12
Medication.....	13
Sleeping Arrangements.....	14
Positive Behaviours.....	15
Our Volunteers.....	16
Priority of Needs & Fees.....	17
Referral Process.....	18
Our Supporters.....	19
Contact us.....	20



Purpose

This agency manual has been developed to assist agencies with the process of nominating a to Puddle Jumpers Inc. (PJ's).

In this manual PJ's will briefly describe general information about the organisation, its aims & objectives, and policies and procedures.

This manual contains information as a guide around organisation requirements; employee/ volunteer/ participant services; specific reporting and disclosure requirements; and is also used to serve as an easy and accessible tool for agencies wanting to refer a child/ young person/ &/or Family to PJ's.

Please note: this manual is not the same as the Organisation's policy & procedures manuals, although extracts from these manuals may be provided and contained in the agency referral guide. You will have direct access to all PJ's policies and procedures manual during your involvement with PJ's, and receive additional information relevant to policy and procedure alternations and items directly related to your participation. Such updates can be housed for reference in this agency manual.

If you have any questions with regard to the contents of the referral guide, or any other matters affecting your participation with Puddle Jumpers Inc., please discuss with the Chief Executive Officer, Melanie Tate, or Camp Manager on Camps.



About Puddle Jumpers...

Puddle Jumpers Inc (PJ's) is a non-profit, non-government organisation committed to responding to the social development needs of society's most vulnerable children and young people; priority of our work is reserved for children who do not live with their birth parents.

We believe all kids matter and deserve the right to engage in happy and fun experiences in their life.

Puddle Jumpers Inc provides camps, activity days, Community Food & Essentials nights and other support programs to children, young people and families who may otherwise not get such opportunities.

Puddle Jumpers' **Community Food & Essentials nights** are held every Monday from 5pm to 7pm, at our office at 52 Pleasant Avenue, Glandore, offering market style 'collect your own FREE food' for families and people in need. Tea, coffee and a FREE meal is provided, as well as toiletries. We often offer other free items such as clothes, toys, books and other household items. Our Community Cuts program that has been launched in 2018 has provided the families who come along to these community nights, access to free haircuts as well. For the children who attend, we have a KIDS ZONE for them to enjoy, providing activities with volunteers to entertain and play with them.

Puddle Jumpers' **Camps** are about providing children with opportunities to reach their full potential. We run these camps to provide an environment that is inclusive and encourages participation, friendship and trust. The fostering of relationships is encouraged through the provision of one on one monitoring and care during the young person's time on camp.

Puddle Jumpers targets children and young people aged between birth to - 15 years, who would not otherwise be afforded the opportunity for recreational camps or holiday experiences, who may be 'at risk' or experience 'disadvantage' associated with:

- low socio economic background
- academic or social difficulties at school
- trauma associated with family breakdown
- alienation from their families or familiar environment (eg. live in foster care)
- challenging behaviors
- difficulty initiating or maintaining appropriate relationships



PLEASE NOTE: Our priority for placements on our camps is reserved for children who do not live with their birth parents. Children aged under five (5) years of age must be accompanied by an adult, Carer or guardian while attending any of our services.

Aims & Objectives...

Jump over puddles:



We aim to empower children to recognise and express their individual abilities, interests and talents, and to provide each child and young person with a transformative opportunity to grow and develop their own capacities and competencies.

We aim to build resilience in kids to enable them to believe in themselves, to believe that anything is possible and help them 'jump over puddles' that they have in their own lives.

Jump in all the puddles

We aim to enhance community cohesion, promote social inclusion, and encourage respect and tolerance for social diversity.

We aim to provide opportunities for self-challenge and development and facilitate opportunities for new learning in a fun and safe atmosphere.

We aim to share the happiness and adventure of being children and young people, and simply encourage kids to be kids, to 'jump in all the puddles'.



The Ripple Effect

We aim to provide opportunities for volunteers (especially young adults) to be involved in their community and open their hearts to the wonderful world of helping others.

We aim to provide volunteers with training, support and opportunities to expand their own development, promote social awareness, social compassion, and social leadership, encouraging our volunteers to develop a social partnership to enhance both their own lives and the lives of the children and young people they engage with.



We aim for volunteers to understand and value the impact that their actions and hearts can have on others in the community, especially those in need, thereby enhancing young adults' sense of social community, interaction and belonging.

Aims & Objectives...

We will do this by:

- providing recreational and educational residential camps for kids
- providing volunteer-positive mentors for kids on camps
- providing volunteers (especially young adults) with the opportunity to volunteer and gain experience in the human services sector
- promoting positive concepts of self-worth through the challenges and involvement in relationships and activities
- enhancing volunteers personal development skills
- ensuring that all volunteers receive adequate training and screening checks to optimise the experience of camp for all involved
- having high ratios of volunteers on all camps and activities
- enhancing volunteers' social leadership skills
- promoting healthy lifestyle practices through policies such as 'sun smart' and 'healthy eating'
- expanding children and young people's aspirations and visions of themselves
- providing leadership development opportunities for volunteers that contribute towards building individual self confidence
- enhancing children's skills to facilitate positive self-determination and empowerment
- facilitating social engagement opportunities, that encourage the development of empathy and compassion for those less fortunate
- working from a strengths-based approach; enhancing and building on existing strengths and capacities.

We are committed to:

- ensuring we meet the needs of kids and volunteers participating in our programs
- ensuring we are an open, honest, and transparent organisation
- ensuring the highest standards of safety and ethical behaviour to protect children
- enhancing the opportunities for development of our staff and volunteers
- ensuring we support the rights of the child and act to ensure a child safe environment is maintained at all times.

Child Protection Statement...

Puddle Jumpers Inc aims to create an enjoyable environment for all accessing our services.

We are committed to the safety and well being of all children, young people and families.

We support the rights of the child and will act to ensure a child safe environment is maintained at all times. The protection of the children and young people, who are temporarily entrusted into the care of Puddle Jumpers Inc, from abuse and neglect, is the responsibility of all staff and volunteers.

We also support the rights, well being and responsibilities of our staff, volunteers, contractors and supporters and encourage their active participation in building and maintaining a secure environment for all participants.

All volunteers receive training in Child Safe Environments, reporting child abuse and neglect, and have access to a Child Protection Officer on each camp or activity who is specifically there to assist with concerns and notifications related to abuse and neglect.



Camps...

Our camps are run every school holidays and are generally, camps are run with different themes, and some are targeted towards different 'groups'. Each camp will be advertised and promoted to our networks, agencies and notice boards. All camps cater for children aged 5-15 years and both boys and girls (which means siblings can attend the same camps).

The campsite we use is based at Clayton Bay, a little over a one hour drive from Adelaide, making it a perfect location to feel like 'you've gone away on holidays'. It boasts lake frontage and is a part of a wonderful local community - It is an ideal spot for our camps!



Activities vary dependent upon the target group and are designed to enhance participation, appreciation and a feeling of successfully achieving something. Many activities are group activities, so everyone gets a chance to engage and be part of the winning team. This helps them to appreciate others, help each other and understand the concept of teamwork. This facilitates the recognition of talents and abilities by children.



On many occasions, more than one activity is planned to cater for every unique child's needs. All children are engaged at all times, ensuring that all children develop self-worth and skill sets when undertaking activities. Every camp's activities differ, based on the needs and the interests of the groups we are servicing, as well as available resources.

Each camp aims to offer opportunities such as social interaction, developing relationships, fostering self-esteem and self-worth development, and enhancement of skills and knowledge. This is undertaken through activities such as swimming, team sports and games. This ensures we build positive relationships with the young people through equality, respect and friendship while displaying appropriate role modeling at all times.

Community Food & Essentials Nights

Our Food Nights are an early intervention, family strengthening program that is held every Monday night (including Public Holidays) from 5pm to 7pm with one session from 5pm to 6pm and a second session from 6pm to 7pm. In the backyard of our premises at Glandore, we offer market style collect your own free food, where a thank you can be shown through a donation of a pantry item or 2, or plastic bags. Throughout the night we also provide free tea and coffee to anyone that comes through, along with a home-cooked meal for people to enjoy while they pick up their goods. Usually, we have fruit, vegetables, bread, milk and toiletries for anyone needing them. On occasion, depending on what is donated, we are also able to offer free toys, books, homewares, clothes at the same time.



What is most wonderful about our premises at Glandore and what makes us different to other services, we are able to provide an area for children to play in with equipment, sports toys and volunteers (Police Checked) to play with the children to provide them with a fun and safe environment while their carers and parents collect their goods.

Some of the activities and services we have been able to provide through our Food Nights include, but are not limited to:



Free haircuts

Christmas presents for children provided

Community respite to the parents and carers as they get food, while the children play and interact with our volunteers in the play and sports equipment

Free activities and entertainment for children to engage in
Craft activities such as colour-in sheets, paper puzzles etc.

Themed Food Nights for major holidays

Birthday celebrations for regular families and children

Engaging with young children volunteers (14+ years) in a positive environment where they learn to give back to the community and interact with others in a safe environment, but

more than anything, our Food Nights are a community for anyone and everyone to thrive, this includes the children and families we support, and the volunteers who provide that support.

Activity Days

Various activity days are held for children/and/or families at various times throughout the year. These activity days allow those children who are not able to attend a camp in the school holidays to access Puddle Jumpers Services. We attempt to engage a variety of children with a vast range of activities throughout the year. These events take place at various locations throughout Adelaide and the metropolitan areas including:

- A day at the zoo
- Horse riding
- Bowling
- Roller skating
- Ice skating
- Kids disco
- Cooking for fun
- Movies and munchies

PJ's Op Shop



Puddle Jumpers Inc has opened an Op Shop where, through the kind donations of many items, including clothing, homewares, toys, furniture, just to name a few, we are able to raise some much needed funds to be able to continue the work we do at Puddle Jumpers. We also have a free food cart which we keep stocked with fresh produce throughout the week from our daily food collections.

Our Op Shop is located at 979 South Road, Melrose Park.

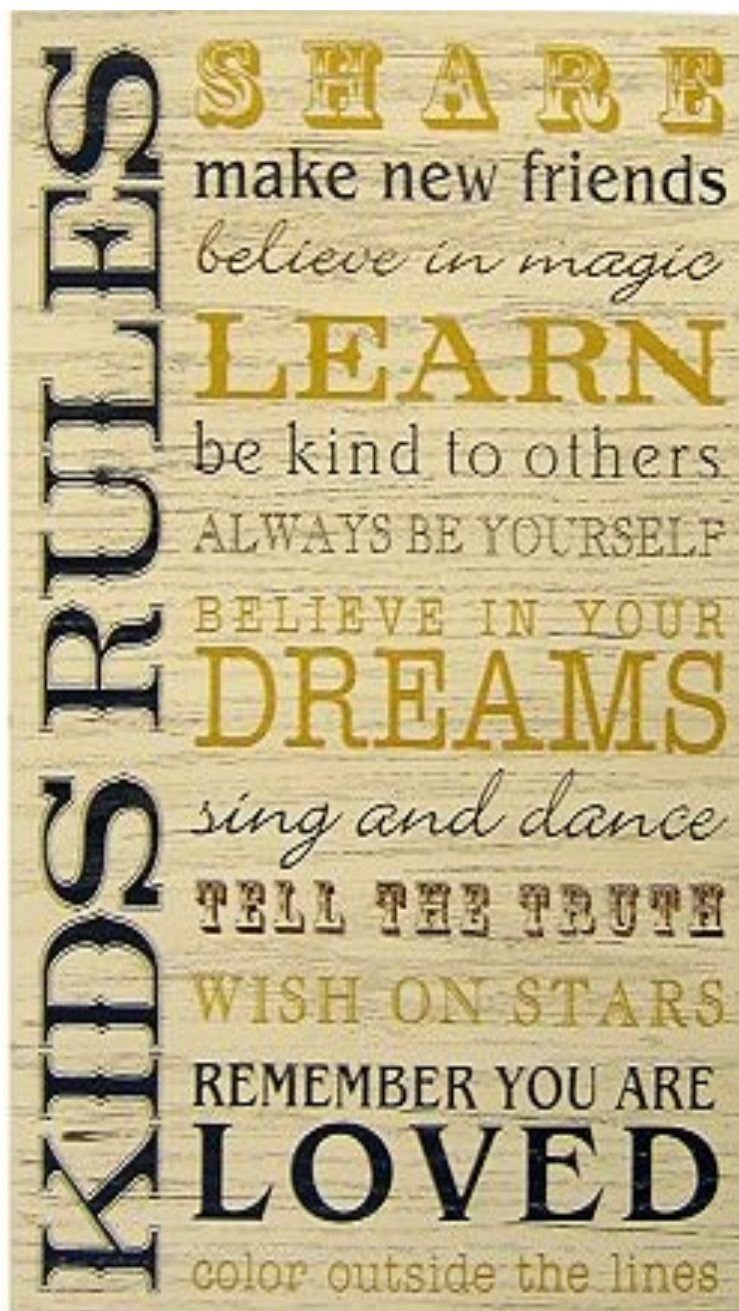
Opening times are:

9.30am to 5.00pm Monday, Tuesday, Wednesday, Friday, Saturday and Sunday
9.30am to 9.00pm Thursday

Kids Code of Conduct

At the beginning of each camp, the Camp Manager will facilitate a conversation with children and volunteers attending camp, to encourage clients to write up their 'Code of Conduct' for Camp.

The Code of Conduct for kids helps to explain their rights and responsibilities when taking part in Puddle Jumpers' activities. For this to work, kids need to be able to develop the codes for themselves, with our assistance.



Codes of Conduct for kids have been shown to be a great exercise to help them develop their own sense of fair play and mutual respect. When kids 'own' the code they will be more likely to protect and support it.

An effective Code of Conduct for kids:

- is discussed and debated by kids;
- addresses matters that are important to kids;
- is age appropriate;
- has been developed collectively;
- is in simple language;
- is accepted as fair and reasonable by kids and adults; and
- is widely promoted.

Although at each camp the Code of Conduct varies, catering for the ages and abilities of the various clients attending camps, it generally follows a set format and covers a minimum range of topics/issues.

The Code of Conduct for kids may cover issues like:

- ♦ how to treat each other and adults in the group
- ♦ how to deal with problems and accidents
- ♦ how to make choices and decisions.

Safety...

Each child on camp is accompanied by at least one volunteer at all times. We do have a 'two (2) volunteers at any one time' rule too, meaning that if there is a volunteer with a child by themselves they must be within eye/ear shot of at least one other volunteer at all times.

Volunteers wear name tags for easy identification. We try to make sure that every child on the camp is and feels safe. No one is allowed to enter the camp site without prior permission. All volunteers are interviewed, and police and reference checks undertaken before attending camp. Child Safe Environment training is also undertaken by all camp volunteers.

Prior to the camp, all volunteers have pre-camp sessions where the Program Coordinators explain the camp activities and instruct on handling special situations. The Camp Manager briefs volunteers on the clients (children/young people attending the camp) and any special care that a child requires. This helps the volunteers to create a good rapport with the children/young people as they arrive at the camp.



We instruct our volunteers regarding our policy and the importance of not swapping personal details with children, or breaching confidentiality. Communication between children and volunteers must only be conducted through Puddle Jumpers Inc. This includes social media networking sites such as Facebook, Twitter, My space, etc as well as emails. This is to protect both the children/young people and the volunteers involved in our services.

On all camps there are Child Protection Officers and First Aid Officers, with all First Aid Officers holding Senior First Aid Certificate. If a volunteer, through the course of an interaction with a child, discovers any signs of abuse or neglect, the volunteer will report this to the Child Protection Officer for further action. First Aid Officers collect and administer children's medicine as specified through doctor's prescriptions, provided by the children's parents or carers. First Aid kits are also taken on all camps.

Medication...

Puddle Jumpers Inc Medication Policy reflects the following principles:

- ⇒ safe principles and practices to administer medication;
- ⇒ hygiene practices
- ⇒ an acute attention to detail
- ⇒ the maintenance of accurate records
- ⇒ first aid qualifications
- ⇒ legislative requirements
- ⇒ recommended advice and practices from a medical source
- ⇒ open communication between volunteers/staff, families and children
- ⇒ the accountability of First Aid Officers when administering medication.



A First Aid Officer will administer (or oversee a child self administering) medication based on the following principles:



- ⇒ The right child
- ⇒ The right medication
- ⇒ The right dose
- ⇒ The right method
- ⇒ The right date and time

Before the first aid officer accepts prescribed medications from carers or guardians, they must ensure they are properly labelled and accompanied by a written statement (completed via the Medication Form and Health Care Plans from GPs).

Sleeping Arrangements

- All adults (workers/volunteers) will sleep in a separate room, cabin, or tent to the children/young people.
- No adults (workers/volunteers) may sleep alone in a room, or in the same bed, with a child/young person.
- In the event that Puddle Jumpers Inc is using a facility that does not lend itself to this practice, a minimum of two (2) adults (workers/volunteers) per sleeping area must occur and worker to children/young person ratios must be maintained.
- Separate room, cabin, or tent for boys and girls. The exception to this is that sometimes when we have siblings on camp and they (and their carers/guardians give permission) request that they sleep in the same dorm, in which case we will try to accommodate this (depending on availability of space) and they will be given a dorm separate from other children on camp.
- Children/Young People are not allowed to visit other rooms, cabins, or tents.
- Dorms are used for sleeping and changing only. The exception for this might be if a child needs space from other children/the camp group, then they may be able to spend time in the dorm alone for a period of time throughout the camp.



At the conclusion of each night's activities on camp, the Coordinators will generally set a time for all Children and Young People to go to bed. There will be volunteers allocated to each dorm (a minimum of 2 volunteers per dorm) to help children/ young people settle for sleep. This will usually involve settling activities (age appropriate) such as reading stories, patting on the back, or on occasion to encourage children to be silent to allow for others to sleep (if it's late and other strategies have been tried). This helps children/young people settle more easily and more rapidly and it also assists with identifying and assisting with any difficulties children/young people might have with settling, feeling homesick, etc. as well as it being a positive experience rather than a strictly lights out and no talking policy for bed time routines.

Once most of the children in the dorm have settled to sleep then, volunteers will move to nightly review meeting. There will be volunteers (usually 2-3, rostered shifts) allocated each night to dorm duty to ensure children are checked on and are safe while they are sleeping.

Positive Behaviours....

Rules and expected forms of behaviour are made clear to children and young people when they join a Puddle Jumpers camp or activity and are presented in age appropriate formats. They are the guidelines by which behaviour will be measured and acted upon. Many children will react negatively to forms of discipline which are similar to those they have encountered at school or home. The Mentor's role is to be as creative as possible when dealing with situations when they arise or to intervene to prevent them arising in the first place.

Volunteers play a significant role in maintaining discipline on camps and during activities.

"We all have the right
to feel safe all
the time".

"Nothing is so awful that
you can't talk with
someone about it".



The Basics of Puddle Jumpers Inc Behaviour Management:

- Creating an environment that is predictable.
- We believe that discipline means guiding the child/young person towards self-control and self-direction; it can never be reduced to the mere enforcement of a set of rules
- We see our task, not so much as curbing misbehavior, but rather as promoting constructive and positive behaviour
- We believe all human beings (obviously including all clients and volunteers) have a right to be treated with respect and dignity
- We see the development of a healthy self-concept in children as a major pre-requisite for sound discipline
- We believe that constructive discipline grows out of a warm child / mentor relationship
- We accept responsibility along with home and community, for helping our children to develop socially acceptable behaviour
- Create an environment that does not attack the integrity of the individual. It is the behaviour that is bad, not the person.
- Create an environment based on respect and consistency (make sure we are all on the same page – we all follow the same group norms and help to assist participants to do the same.
- Provide a consistent and positive role model for the participants to follow.

Our Volunteers...

Puddle Jumpers Inc relies heavily on volunteers for every area of the organisation's operations. There are various volunteer roles; admin work in the office, retail work at the Op Shop, at the Community Food & Essentials nights on Monday nights, and at camp as a mentor, driver or cook. We have a large network of male and female volunteers, aged between 16 and 70 years. Volunteers who act as mentors on camps and other events are can be anywhere between 16 and 70+ years of age.

Generally, our volunteers are not professionals or experts in education or working in the welfare sector, however, they undergo training in Child Safe Environments, behavior management, conflict resolution, building self esteem in young people and working within the policies of Puddle Jumpers Inc. Some of our volunteers are studying in these fields and may be on a camp for work experience and/or field placements.

Each volunteer is subject to a police check, interview and reference check before they commence volunteering with us.

Our volunteers attend camps and/or activities because they want too. We're lucky to work with such an inspirational group of people on a regular basis. They want to spend time with children, young people and families and have meaningful experiences.

If you are interested in becoming a volunteer and being part of this amazing organisation, please contact us for a volunteer information & application pack:

phone (08) 7071 5270 or email: puddlejumpers@jumpinallthepuddles.org



Priority of needs...

With many children, young people and families wanting to attend camp there needs to be structure in place as to who is selected and who is placed on the waiting list. This is called the 'Priority of Needs'. Completion of a nomination form **does not** guarantee placement for camps. The selection of process is decided by the staff (using a priority of needs guidelines) and is up to their discretion.

The criteria for selection is taken from the information received through nomination form/s, the intake interview, as well as any new information as supplied by carers/ social workers/others involved in the lives of the child and/ or young person. Priority of our work is reserved for children and young people who do not live with their birth parents.

There are circumstances where children and young people or families will not be selected for camp. This includes; Children and/or young people that pose a threat to either participants and/or volunteers; and/or a disability that cannot be accommodated (i.e. multiple/ severe disability that needs specialist training). *Without a Carer or Staff Member willing to attend.



Puddle Jumpers Inc. reserves the right to accept or reject any application based on the number of places available, as well as on the best possible match between applicants, the skills of the mentors volunteering for a particular camp, and the needs of the camp as a whole.

Fees...

Fees for our services are advertised when we call for registrations of interest for them. This is usually sent out via email to agencies and mail to families on our databases. Alternatively you can contact us at any time to have a copy of our fee guidelines sent to you.

All fees must be paid prior to the camp or activity event.

We try to keep our costs to a minimum to ensure that our services are accessible to all children, young people and families. If families are experiencing financial hardship, they are able to contact us to discuss their situation.

The Referral Process..

How to nominate a child/young person or family to Puddle Jumpers Inc:

Participants are referred to Puddle Jumpers Inc through the following process:

Step 1. Complete the Nomination Form

Ensure you put as much detail as you can, this will assist your nomination. It must be signed by the child/ren's legal guardian. Please put all family details on the one form.

Step 2. Send the nomination form to our office

52 Pleasant Avenue
GLANDORE SA 5037

OR:

Email: puddlejumper@jumpinallthepuddles.org



Step 3. Interview

Once your nomination form has been received, the family and/or worker may be contacted to schedule an informal interview/meeting (this may be completed over the phone). This is to tell the family/worker more about our camps and to discuss the camps the children/family are eligible for. It also allows us to find out more about the children who will be attending the camps. Along with the interview there is a few other forms to complete in order for Puddle Jumpers to match each child with the best volunteer for them. This will include any medication requirements and any behavior management strategies we may need to know about.

Step 4. Nominations

The family are then put onto our database to be kept up to date with camps, events and other happenings at Puddle Jumpers Inc. They can then nominate which camps they would like to put their names down for. This **does not** guarantee them a spot on camp - this is done on a priority of needs basis.

Step 5. Go to Camp

If nominated and selected for a camp spot you will receive a formal acceptance letter and a confirmation phone call to ensure the security of the placement.



Our Supporters...

Puddle Jumpers Inc is extremely lucky to have such wonderful people from the community and business sector supporting our work...

We thank them for their generous donations and continued support of our work.



Phone 08 7071 5270

52 Pleasant Avenue
GLANDORE SA 5037

Mon, Wed, Thurs and Fridays

Web: www.puddlejumpers.org.au

Facebook: www.facebook.com/puddlejumpersSA

Twitter: www.twitter.com/puddlejumpersSA

Contact us

Puddle Jumpers Incorporated



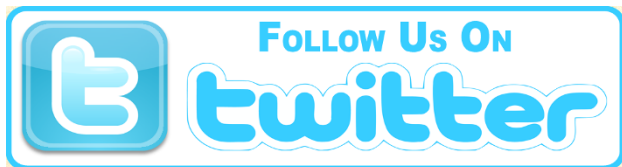
52 Pleasant Ave
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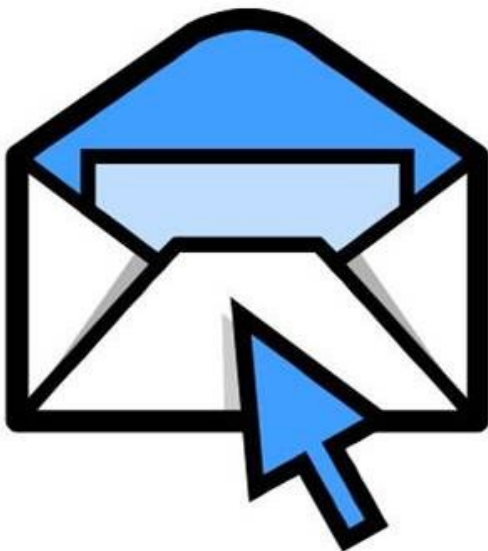
Find us on
Facebook

PuddlejumpersSA



www.jumpinallthepuddles.org

Are you on our email list?



Our services, including closing dates for registration of interest, are advertised directly to services, workers and families via email alert. If you would like to be added onto this list to ensure you receive information about our services please;

Send an email to

puddlejumper@jumpinallthepuddles.org

With: **Please add me to the client referral contacts list**

Include : **Your name, agency & your email address.**