



Australian

Kookaburra Kids  
Foundation



# WELCOME TO KOOKABURRA KIDS



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# PARENTS

## Welcome to Australian Kookaburra Kids Foundation (Kookaburra Kids)

Welcome to Kookaburra Kids! We are delighted to have you join our community and embark on this journey with us. At Kookaburra Kids, we are dedicated to supporting young people aged 8-18 who have a family member with a mental illness. Our mission is to empower young people to thrive beyond the challenges they face at home by providing a nurturing environment filled with fun, friendship, high quality mental health education and support.

## Who We Are

Kookaburra Kids is a nonprofit organisation committed to making a positive difference in the lives of young people. We understand the unique challenges faced by young people who live with a family member experiencing mental illness. Our goal is to provide these young people with the tools, knowledge, and support they need to build resilience and achieve their full potential.

## Our Programs and Supports

At Kookaburra Kids, we offer a variety of programs designed to create safe spaces for young people to connect, learn, and grow. Here are some of the key programs and supports we provide:

- **Activity Days:** Our activity days are filled with fun and engaging activities that help young people build confidence, develop new skills, and form lasting friendships. These events are designed to provide a break from everyday challenges and create positive experiences.
- **Camps:** Our camps are a cornerstone of the Kookaburra Kids experience. Held throughout the year, these camps offer a safe and supportive environment where young people can enjoy outdoor adventures, team-building exercises, and creative workshops. Each camp is staffed with trained mental health clinicians to ensure that every participant receives the support they need to feel safe and understood.
- **Online Connect Sessions:** In addition to in-person activities, we offer online connect sessions that allow young people to participate in our programs from the comfort of their own homes. These sessions include a mix of interactive activities, educational workshops, and group discussions, all facilitated by our experienced team.

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- **Regenerate Program:** Delivered in partnership with the [Bupa Foundation](#), Regenerate is an emotionally and environmentally regenerative program for young people impacted by family mental illness, providing camps, activity days and online connect sessions. The pre-early intervention initiative aims to empower young people by providing them with unique opportunities to enhance their mental health, resilience, and environmental awareness.
- **School Programs:** Our Connect in Schools program brings our support services directly to schools in New South Wales and Victoria. This program includes workshops and activities that help students build resilience, develop coping strategies, and support each other in a safe and inclusive environment.

At Kookaburra Kids, we are committed to providing a supportive and inclusive environment for all young people. Our dedicated team including volunteers, and mental health clinicians work tirelessly to ensure that every participant feels valued, heard, and understood. We are here to support your young person every step of the way and to help them build a bright future. Welcome to the Kookaburra Kids family! We look forward to getting to know you and supporting you on your journey.

Warm regards,

The Kookaburra Kids Team

## **Child Safe Commitment:**

We are committed to the National Principles for Child Safe Organisations to create environments where the safety and wellbeing of children and young people is at the centre of our thoughts, values and actions. We are building an organisational culture where children and young people, families, communities, and everyone who works with us feels safe and confident to have a say and raise any concerns.

We respect and value the rights of all children and young people and support them to reach their full potential. We recognise that particular consideration needs to be paid to the cultural safety of Aboriginal and Torres Strait Islander children and young people. We also acknowledge the particular needs of children and young people arising from their cultural and linguistic background, sexuality, gender diversity, disability, or as a result of domestic and family violence or other trauma.

Safeguarding children and young people is the responsibility of all Australian Kookaburra Kids Foundation people, including the Board, Executive, leaders, employees, contractors, and volunteers across the whole organisation.

The Australian Kookaburra Kids Foundation adheres to the operating [legislation](#) relevant to each Australian state and territory in which we serve.

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All young people referred to us are triaged by our Clinical Team and will have a Wellness Intervention Plan developed. This will look at any accommodations and additional supports that may be needed for the young person. These may include all aspects of their psychosocial needs, such as vision or hearing impairment or their sensory sensitivities. We would look to accommodate any spiritual or religious requirements, such as prayer space or dietary needs. For any physical health needs, we would accommodate any dietaries needed, any medications required for the young person, and any supports needed for our mobility. As part of the engagement, we would look at their cultural background and any aspects that would be beneficial, in terms of First Nations awareness or any language barriers and translators that may be beneficial for the young person.

To keep all young people safe on programs, and best practise, we ask all parents and carers have the young persons medication be delivered in a webster pack. We offer to reimburse any families for this purchase if that is needed. For more information regarding a webster pack and how to obtain one, please visit our wesbite. <https://kookaburrakids.org.au/>

**How to talk to Young People about Kookaburra Kids:** [Please click here to get your free guide.](#)

## Your Rights and Responsibilities

Welcome to Australian Kookaburra Kids Foundation (AKKF, or Kookaburra Kids). We are committed to providing you with excellent care in a safe and secure environment. These Rights and Responsibilities outline what you can expect from us and what we expect from you during your time with Kookaburra Kids.

### Your Rights:

- **High-Quality Care:** Receive top-quality care and services in a safe and secure environment.
- **Respect and Professionalism:** Be treated with professionalism, respect, and compassion at all times.
- **Informed Involvement:** Collaborate with Kookaburra Kids to be informed and actively participate in decisions about your programs and care.
- **Valued Voice:** Have your thoughts, feelings, and ideas heard and valued without judgment.
- **Feedback Opportunities:** Provide feedback about the care and support you receive.
- **Confidentiality:** Enjoy a confidential service where no information about you is shared outside of our service or funding body unless you have agreed or when legally required (e.g., risk to yourself or others, or a subpoena).
- **Access to Information:** Request access to the information collected about you.

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- **Support Preferences:** Request support from a different team member if needed.
- **Involvement of Others:** Involve a family member, friend, or carer in your intake process.
- **Freedom to Leave:** Leave the service at any time.

## Your Responsibilities:

- **Respectful Conduct:** Treating team members, volunteers and other young people with respect and dignity.
- **Active Participation:** Being involved as much as possible in designing and participating in supports or services.
- **Honest Communication:** Providing information that enables Kookaburra Kids to offer adequate advice and support.
- **Privacy Respect:** Respecting the privacy of others they interact with at Kookaburra Kids.
- **Safety Procedures:** Following safety procedures as requested.
- **Non-Violence:** Never using unsafe actions, such as threats, physical attacks, bullying, harassment, or causing property damage.

We aim to provide a safe and comfortable space for all families, volunteers, and team members. Your cooperation is essential in maintaining this environment. If you are unable to adhere to these responsibilities, we reserve the right to ask you to leave Kookaburra Kids. In certain situations, we may also request that you do not return. If illegal activities occur in or near our programs, we may involve the authorities.

## Safety and Respect to All

Kookaburra Kids is committed to ensuring the safety of all young people, families, employees, and visitors. Everyone has a right to safety. Aggressive behavior, whether physical or verbal, impacts the safety and wellbeing of others. We do not accept any form of violence. Any deliberate threats or acts of violence will have consequences, which may include referral to the police, suspension of our services, or pursuing payment for property damage.

Thank you for helping us ensure everyone's safety.

## Other Supports:

Headspace (ages 12-25) call 1800 650 890

Lifeline (24/7 crisis support) call 13 11 14 OR text 0477 13 11 14

Butterfly National Helpline (eating disorders) call 1800 334 673

Kids Helpline (ages 5-25) call 1800 551 800

QLife (LGBTI peer support and referral) call 1800 184 527

Beyond Blue (MH support service) call 1300 224 636

Suicide Call Back Service (all ages) call 1300 659 467

1800RESPECT (sexual assault, DV & abuse) call 1800 737 732



Australian  
**Kookaburra Kids**  
Foundation

## Australian Kookaburra Kids Foundation

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