



ADMISSIONS AND SERVICE USER POLICY

Service User

This policy applies to all our users irrelevant of activity or club selected.

A service user is defined, for the purpose of this policy as a child or young adult from the age of 0+ registered with Kangaroos.

Kangaroos is a service user led organisation and our members are at the heart of all planning and development of our services. This is achieved through annual surveys sent to parents/carers. Regular forums held with with our children and young adults for them to provide feedback and share ideas that will help plan future activities.. Case studies are conducted for some of our members with input and permission from parents. Our staff use picture prompts and smiley faces to help our members contribute with their feedback.

Communication to our service users is by regular newsletter, website with activity booking facility and photo gallery as well as emails.

Admissions

Kangaroos is open to families that have a child/young adult with special educational needs and disabilities.

On joining Kangaroos, every child, young adult, staff member and volunteer must complete an information form. Copies of these will be kept at the office and held by the Delivery Manager and will include :

- Three contact names and telephone numbers
- Home address
- Allergies , dietary requirements
- Medical conditions and medication taken
- Information regarding the member's needs and behaviours

Parents are obliged to update this information on annual basis.

Any child/young person who has Epilepsy who requires emergency medication to be given, will also need a seizure plan.

Where necessary, Kangaroos will liaise with staff from the CYP's school, in order to gain and share information to support the child in settling in. This enables us to provide the best possible care for them.

If at any time during the placement, or during the admissions process we perceive Kangaroos not to be the right environment, we retain the right to reassess the suitability of the scheme for the child or young adult.

Monthly payment options are available for some of the adult activities to reflect the sourcing/frequency of benefit payments. 50% discount is given to families in receipt of Income Support.

Special Needs

Kangaroos caters entirely for Children or Young Adults with special educational needs and disabilities. Our staff are recruited to meet the needs of our members. The physical environment is as far as is reasonable, suitable for members with disabilities. All our members have access, where appropriate to a range of facilities and activities to promote their welfare and development.

Parents and carers can consult with our Delivery Managers about the need for any special equipment the members use whilst in our care. No special equipment will be provided by Kangaroos.

Kangaroos ensures the privacy of our members is maintained when any intimate care is taking place.

Activities at Kangaroos offer our members the opportunities to develop in an environment free from prejudice and discrimination.

Cancellation Policy

If a Child or Young Person is unable to attend a chosen activity Kangaroos require a minimum notice of 72 hours to enable you to receive a refund. You must contact the office by telephone or send an email to Admin@kangaroos.org.uk to cancel an activity.

It is not possible to refund monies if our cancellation policy is not followed. This will be applied without exception

Document Control:

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1	March 2018	March 2019	Jenny King
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