

CHILDREN'S SERVICES KINDERGARTEN HANDBOOK



Acknowledgement to Country

Glenelg Shire Council would like to respectfully acknowledge that our kindergartens operate on the traditional land and waters of the Gunditjmara people, Boandik people, Jardwadjali people and their respective cultural heritages.

Aboriginal and Torres Strait Islander people provide an important contribution to Australia's cultural heritage and identity.

We respectfully acknowledge the Aboriginal and Torres Strait community living throughout the Glenelg Shire and the contribution they make to the Shire's prosperity and wellbeing.

Child Safe Standards Commitment

Glenelg Shire Council is committed to the safety, participation and empowerment of all children.

Reducing and removing the risk of child abuse will be at the centre of our decision-making concerning children in our organisation.

Council has zero tolerance for child abuse and all allegations and safety concerns will be treated seriously and acted upon.

Council will actively listen to children, ensuring their voices are heard and considered in decisions that affect their lives.

This approach is reflected in Council's Community Engagement Framework and Youth Charter

Welcome to Glenelg Shire Council Children's Services

Glenelg Shire Council operates six high quality kindergartens rated exceeding the National Quality Standards across the shire in Portland, Dartmoor, Casterton & Heywood.

Evidence shows that two years of kindergarten are better than one when it comes to early learning. Taking part in a quality kindergarten program leads to positive effects on child development. It has even greater benefits for children who need extra support or are in vulnerable circumstances.

Three and four-year-old kindergarten is offered in same age groups or in multi- age groups (three and four-year old's together) across the Shire. Children in multi-age groups will develop friendships and engage in learning just as they would in same age settings with the added bonus of being able to access peer support and lead learning for other children. These opportunities offer children the opportunity to develop more sophisticated social skills.

Our kindergarten programs may use a rotational model where a number of smaller sub-groups are brought together to create a larger group. This not only allows the children to build friendships outside of their allocated group. The kindergarten programs across the municipality are based on community needs and operational costs. The hours of operation and fees are reviewed annually. Three and Four-year-old programs are partly funded by the State Government; however fundraising activities and program fees are an important part of ensuring service viability

We hope you and your child find our services to be a place where everyone feels happy, safe and secure, and that positive relationships are built between you and our team members. We are proud to be assisting your child to have a positive and fulfilling educational journey through their early childhood years.

We are committed to supporting any child that has additional needs. If your child needs assistance, please ensure that your enrolment form clearly identifies this and that you add supporting documentation. For further information, contact our administration team on 1300 453 635 or email enrolment@glenelg.vic.gov.au

OUR KINDERGARTENS

Portland

- Jaycee Kindergarten - 68 Wellington Road Portland
- Kalbarri Kindergarten - 11 Mitchell Crescent Portland
- Karreeta Peeneeyt Mara Portland Child and Family Complex - 94 Julia Street Portland

Casterton

- Kathleen Millikan Centre - 1-7 Jackson Street Casterton

Heywood

- Heywood Kindergarten - 24 Hunter Street Heywood

Dartmoor

- Dartmoor Children's Centre - 134 Lang Street Dartmoor



Benefits of Kindergarten

Kindergarten programs are delivered by a qualified early childhood teacher and educators. They're designed to facilitate your child's learning and development through play:

- social skills, like how to play with other children
- self-awareness and respect for others
- emotional skills, for example understanding their feelings
- language, literacy and numeracy skills, such as talking and counting objects
- a joy for learning and group activities
- ability to make new friends
- exposure to new ideas and concepts

How old must my child be to attend kindergarten?

4 Year old Kindergarten is available to children who turn four before 30 April in the year prior to school.

3 Year old Kindergarten is available to children who turn three before 30 April in the year they will attend. Children whose birth date is between 1 January and 30 April are eligible to start in a program once they have turned three years of age.

We encourage families who are considering registering their child to attend kindergarten when they will be turning 3 or 4 years between January 1 and April 30, to seek advice from early childhood professionals to inform their decision. Please contact our administration team on 1300 453 635 or email enrolment@glenelg.vic.gov.au.

Refer to the Glenelg Shire Council Children's Services Guidelines for Managing access to Kindergarten Places.

Is my child ready for Kindergarten?

Each child develops at his/her own rate, and although your child's age may make him/her eligible to start Kindergarten, other factors may impact on his/her readiness for this experience.



Program Information

Three and four year old kindergarten provides developmentally-appropriate programs based on the Victorian Early Years Learning and Development Frameworks which encourage children to develop life skills and strengthen their enthusiasm through engaging in play and social interaction.

Kindergarten provides an important step for your child that serves as a transition to formal schooling.

Kindergartens work hard to create culturally safe places for Koorie children and families and include Aboriginal perspectives in the learning curriculum and environment (refer to Koorie Kids Shine).

For more information on the Victoria Early Years Learning and Development Framework can be found here - <https://www.education.vic.gov.au/Documents/childhood/providers/edcare/veyldframework.pdf>

School Terms, Public Holidays and Closure Days

Glenelg Shire Council Children's Services Kindergarten programs operate during the Victorian school Terms. The term dates can be found here - <https://www.vic.gov.au/school-term-dates-and-holidays-victoria>

Glenelg Shire Council Children's Service's closes on Victorian Public Holidays. These can be found here - <https://business.vic.gov.au/business-information/public-holidays/victorian-public-holidays-2024>

Each year Glenelg Shire Council Children's Services also have service closure days determined by management for professional development, planning and administration, curriculum development, child assessment and reporting purposes. Staff Professional Development Days - (to be advised)



Fees and Charges

Kindergarten Fees

Free Three- and Four-Year-Old Kinder will be available across Victoria at participating services in 2023 at both long day care and sessional (standalone) services.

Free Kinder means more Victorian children can have the best start in life, no matter where they live:

- For three-year-olds, this means from 5 and up to 15 hours per week of a kindergarten program
- For four-year-olds, this means 15 hours per week (600 hours a year)

Free Kinder means a saving of up to \$2,500 per child, per year.

No Jab No Play

The No Jab No Play legislation came into effect on 1 January 2016. Under this legislation, children are required to have their immunisations up to date or have an approved exemption in order to commence kindergarten.

To have a confirmed enrolment parents/carers must provide the following;

- A current immunisation history statement from the Australian Immunisation Register (AIR); and
- The statement must show that the child is up to date

An Immunisation History Statement from the AIR is the only type of immunisation record accepted by our services. The statement must be provided within two months of your child commencing at the service.

How to access a Immunisation History Statement from the Australian Immunisation Register

Families can print a copy of their child's immunisation history statement via their myGov account or;

- Call the AIR on 1800653 809
- Visit a Medicare or Centrelink Office

What do parents/carers whose child's vaccinations are not up to date need to do?

If a child's vaccinations are not up to date the parents/carers need to consult their GP or their immunisation service about bringing their child up to date. Once the child is up to date with their vaccinations you will be able to obtain an up-to-date Immunisation History Statement.

How can parents/carers obtain documentation if their child was vaccinated overseas?

Children who were vaccinated overseas must have their vaccine records assessed by a GP or immunisation nurse. They may be offered catch up vaccinations if required. Once the records have been viewed and updated they can request an updated Immunisation History Statement from the AIR.

For further information, please visit:

<https://www.health.vic.gov.au/publications/parent-brochure-starting-childcare-or-kindergarten-immunisation-information-for>

Annual influenza vaccination is recommended for all persons aged 6 months and over (unless contraindicated). This will reduce their chance of becoming ill with influenza.

For further information visit <https://www2.health.vic.gov.au/public-health/immunisation/immunisation-provider-information/seasonal-flu-vaccine>

COVID-19 requirements are strictly followed in all Council Children's Services. Parents will be fully informed of any requirements as advised by Government.

Further details refer <https://www.coronavirus.vic.gov.au/early-childhood-education-and-care> and Department of Health and Human Services Victoria | Coronavirus (COVID-19) (dhhs.vic.gov.au)



Australian Government
Services Australia



Immunisation history statement

As at:12 September 2021

For:Jill Chen

Date of birth:29 July 2017

Individual Healthcare Identifier (IHI):8003 60 XX XXXX XXXX

NIP Immunisation status:up to date

Schedule	Date given	Immunisation	Brand name given
Birth	30 Jul 2017	Hepatitis B	Engerix-B
2 months	30 Sep 2017	Diphtheria Tetanus Pertussis Hib Hepatitis B Poliovirus	Hexaxim
		Pneumococcal	Prevenar 13
		Rotavirus	Rotarix
4 months	30 Nov 2017	Diphtheria Tetanus Pertussis Hib Hepatitis B Poliovirus	Hexaxim
		Pneumococcal	Prevenar 13
		Rotavirus	Rotarix
6 months	30 Jan 2018	Diphtheria Tetanus Pertussis Hib Hepatitis B Poliovirus	Hexaxim
12 months	30 Jul 2018	Measles Mumps Rubella	MUMRII
		Meningococcal ACWY	Nimnicrix
		Pneumococcal	Prevenar 13
18 months	30 Jan 2019	Hib	Hibicrix
		Diphtheria Tetanus Pertussis	Infanrix
		Measles Mumps Rubella Varicella	Priorix-Tetra
4 years	30 Jul 2021	Diphtheria Tetanus Pertussis Poliovirus	Infanrix IPV
Next NIP Immunisation/s due		Date due	
No vaccines due.			
Notice/s			
This individual has received all vaccines required under the National Immunisation Program childhood schedule.			

Enrolment Process

Enrolment Forms and Documentation

Online enrolment forms will be available during the enrolment period. Enrolment forms can be found by clicking the link listed on our website or by clicking the link below.

<https://www.xap.rocks/waiting-list?organisationId=b5742bec-6d54-4fad-a8ac-436d664f190b>

Administration staff will be available between 8am & 5pm weekdays to assist with enquiries.

Please note that Council cannot guarantee your first preference of session or location and you should only indicate preferences you would be willing to accept.

Glenelg Shire Council allocates places according to the Priority of Access criteria.

Enrolments can be made after the closing date and will be allocated in an additional kindergarten enrolment round or placed on the waiting list. For more information please contact Children's Services on 1300 453 635 or by email enrolment@glenelg.vic.gov.au



General Information

We value the opportunity for diverse involvement and invite all families and community members to share their interests, skills and cultures. Aspects of a families lifestyle, work, culture and interests offer important learning opportunities for all children.

Communication with Families

Glenelg Shire Council uses a central management system - Xap.

Upon enrolment, families will receive secure log on details to their nominated email address. Xap has a web-based and App platform which allows families to stay updated with service information, receive notification of your child's activities and have the ability to interact and provide feedback to the educators.

Families are encouraged to download the Xap Smile App from Google Play or the iTunes store upon enrolment confirmation.

Getting involved

How does Early Years Management operate?

Council are responsible for the following:

- act as the Licensee and ensure that Department of Education and Training requirements are being fulfilled;
- employ appropriately qualified teachers and educators who hold either a Victorian Institute of Teaching or a current working with children check.
- work in partnership with each Committee/PAG, other Municipalities and Early Learning Associations in Australia;
- develop and monitor policies and procedures;
- manage the service on a day-to-day basis

Parent Advisory Group (PAG) / Parent Advisory Committees

Glenelg Shire Council welcomes and encourages parent engagement with each of its kindergartens through parent committees and groups. If you would like further information or to join one of these groups, talk to the kindergarten teacher or a current committee member.

Each Kindergarten Committee/Parent Advisory Group (PAG) Roles and Responsibilities are to:

- organise and take responsibility for the fundraising activities to assist in the purchase of new equipment
- Work closely with Kindergarten teachers, educators and Glenelg Shire Council Staff

What to bring to Kindergarten

What to wear

Clothing should be comfortable and easy to manage for your child. The kindergarten provides smocks for messy activities, but clothes still get dirty. We ask that no singlets, long or sleeveless dresses, thongs or crocs to be worn.



HAT



DRINK BOTTLE



JACKET



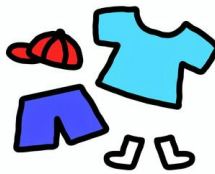
GUM BOOTS



BEANIE



BACKPACK



CHANGE OF CLOTHES



LUNCH BOX



For easy identification please ensure all your child's items are clearly named.

Settling Your Child into Kindergarten

Prior to your child's first day at kindergarten, the orientation process (December the year prior) and a background sheet to assist us to get to know you and your child. This is an opportunity for us to discuss any issues around separation, toileting, particular strengths and challenges and develop strategies to provide your child (and you) with appropriate support.

We are aware that each child will respond differently to their new environment, each other and the educators, and that it takes time and respectful connections to support children to feel comfortable, safe and secure. Educators will provide the children with a warm, nurturing environment where they can build supportive relationships.

Should your child experience any separation issues, the educators will work closely with you and your child.

Hand Hygiene

Children are taught the importance of good hygiene practices and are encouraged to help minimise the spread and risk of infectious diseases and illness.

Families are asked to sanitise their hands on arrival and support their child to wash their hands when entering the kindergarten room. During the program, children are required to wash their hands before and after meal times, after toileting, after wiping/blowing their nose, prior to cooking activities and after outdoor or messy play.

Washing hands well is the most effective way to prevent the transmission of disease and illness.

Healthy Eating

We promote a healthy lifestyle to children in our Kindergarten programs, please provide snacks, lunch and a drink bottle (water only) in line with our Nutrition, Oral Health & Active Play Policy.

The Department of Health and Human Services' Pick & Mix 1-6 guide below provides a range of ideas and practical tips to inspire families to create healthy kindergarten lunchboxes. Pick and mix one tasty option from each of the five core food groups to create a healthy lunchbox every day.

At some services nuts and nut products are not permitted (please check packaging carefully and each kindergartens requirements)

FOR A HEALTHY LUNCHBOX

PICK & MIX

SOMETHING FROM EACH GROUP

1-6!

FRUIT1

FRESH FRUIT

- Apple
- Banana
- Mandarin
- Orange quarters
- Passionfruit halves (with spoon)
- Watermelon, honeydew, rockmelon chunks
- Pineapple chunks
- Grapes
- Plums
- Nectarines, peaches, Apricots
- Strawberries
- Cherries
- Kiwifruit halves (with spoon)
- Pear

MIXED FRUIT

- Fruit salad
- Fruit kebabs

DRIED FRUIT

- Dried fruit, nut, popcorn mixes*

TINNED FRUIT/SNACK PACKS/CUPS

- In natural juice (not syrup)

VEGETABLES2

FRESH CRUNCHY VEGIES

- Corn cobs
- Carrot sticks
- Capsicum sticks
- Green beans
- Cucumber sticks
- Celery sticks
- Snow peas
- Tomatoes (e.g. cherry and Roma tomatoes)
- Mushroom pieces

Can serve with either:

- Hommus
- Tomato salsa
- Tatziki
- Beetroot dip
- Natural yoghurt

SALADS

- Coleslaw and potato salad (reduced fat dressing)
- Mexican bean, tomato, lettuce and cheese salad
- Pesto pasta salad*

BAKED ITEMS

- Grilled or roasted vegetables
- Wholemeal vegetable muffins or scones
- Vegetable slice (with grated zucchini and carrot)
- Popcorn

SOUP (In small thermos)

- Pumpkin soup
- Potato and leak soup
- Chicken and corn soup

MILK, YOGHURT AND CHEESE3

- Milk
- Calcium-enriched soy and other plant-based milks
- Yoghurt (frozen overnight)
- Custard

Tip:

- Freeze the night before to keep cool during the day

- Cheese cubes, sticks or slices
- Cottage or ricotta cheese
- Cream cheese
- Tatziki dip

Can serve with either:

- Fruit
- Wholegrain cereal, low in sugar
- Vegetable sticks
- Rice and corn cakes
- Wholegrain wheat crackers

MEAT OR MEAT ALTERNATIVE4

- Tinned tuna or salmon in springwater
- Lean roast or grilled meats (e.g. beef, chicken, kangaroo)
- Falafel balls
- Lean meat or chicken patties
- Tinned tuna or salmon patties
- Lentil patties
- Lean deli meats (e.g. ham, silveride, chicken)
- Boiled eggs
- Baked beans (canned)
- Tofu cubes
- Hommus dip
- Lean meat or chicken kebab sticks
- Peanut butter*

Can serve with:

- Wholegrain sandwich, roll, pita or wrap bread with salad
- Rice and corn cakes
- Wholegrain wheat crackers
- Side salad

- Vegetable frittata
- Skinless chicken drumsticks
- Savoury muffins or scones (e.g. lean ham, cheese and shallots)
- Homemade pizzas with lean roast or deli meats and vegetables

Can serve with:

- Side salad
- Steamed or roasted vegetables

GRAIN AND CEREAL FOOD5

MAINS

- Wraps
- Sandwiches
- Rolls
- Toasted sandwiches

Tip:

Use breads such as wholemeal, multigrain, rye, sourdough, pita, flat, corn, mountain, lavash, white fibre-enriched, soy and linseed, herb, naan, bagels, foccacias, fruit bread and English muffins.

- Pasta dishes
- Rice, quinoa or cous cous dishes
- Noodle dishes
- Sushi

SAVORY BAKED ITEMS

- Homemade pizzas
- Wholemeal savoury muffins or scones (e.g. ham, cheese and corn muffins)
- Vegetable based muffins
- Pasta or noodle bake

SWEET BAKED ITEMS

- Fruit loaf
- Wholemeal fruit based muffins

SNACKS

- High fibre, low sugar cereal (e.g. muesli)
- English muffins
- Crackers
- Crispreads
- Rice cakes
- Corn thins
- Wholemeal scones
- Pikelets
- Crumpets
- Hot cross buns (no icing)

WATER6

- Take a water bottle (for refilling throughout the day)

Tip:

- Freeze overnight to keep foods cool in lunchboxes

Sweet and savoury snack foods (e.g. muesli/fruit/nut bars, biscuits, crisps, cakes, muffins, slices) should be limited in lunchboxes. They can lead to excess energy intake if consumed in large amounts.

Sugar sweetened drinks and confectionery should not be provided in lunchboxes. They can lead to excess energy intake and tooth decay.

For more information about healthy eating and for many tasty recipes, visit the the Healthy Eating Advisory Service:
<http://heas.health.vic.gov.au/>

*Check your school's policy regarding the use of nuts and products containing nuts.

Kindergarten Drop off & Pick Up

Parents/guardians/carers are responsible for;

- digitally sign their child's attendance on a secure electronic device each day on arrival and at departure.
- submit non-attendances (for any reason) via the Guardian Xap communication portal or email to childrenservicesenquiry@glenelg.vic.gov.au remembering to provide the child's full name and centre location.
- Completing the authorised nominee section of their child's enrolment form before their child attends the service
- ensuring teachers and educators are aware that their child has arrived or been collected from the service
- collecting their child on time at the end of each session or day
- alerting teachers and educators if they are likely to be late collecting their child so staff can reassure your child
- supervising your own child before signing them into the program and after they have signed them out of the program
- Supervising other children in their care, including siblings, while picking up or dropping off their child at the service.



Illness & Infectious Diseases Exclusion

If your child is in any way unwell please keep them at home to allow for their full recovery, so that they can fully participate in the program on their return. Children who have an infectious illness must not attend any kindergarten program, this is for the health and wellbeing of all children and adults at the service.

If your child becomes unwell whilst attending the service you will be contacted and asked to collect your child as soon as possible. If you are unable to be contacted, the next authorised nominee from the child's enrolment form will be contacted. In the meantime, every effort will be made to keep your child comfortable, away from other children and under close observation.

Families **MUST** inform the service if their child has been diagnosed with an infectious disease such as influenza, measles, COVID-19, diarrhoeal illness or chickenpox. A detailed list of the Department of Human Services' minimum periods of exclusion for infectious and communicable diseases is included as an Appendix.

Below is an extract showing some of the more common childhood conditions and exclusion periods:

<https://www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion>



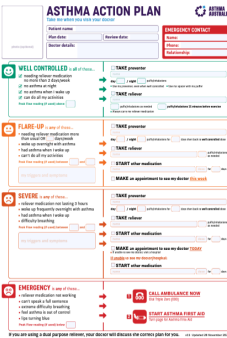
Information for Medical and Allergy Plans

Glenelg Shire Council has policies in place for allergies, anaphylaxis, asthma and other medical conditions. A suitable Medical Management Plan can be obtained from the service or our website, and should be completed in conjunction with a medical practitioner prior to enrolment, please ensure this version is completed by your doctor and returned to the service. You will be provided with a copy of the relevant policy when your enrolment is processed. The service will complete a Risk Management Plan and Communication Plan in consultation with you prior to commencement. If your child is diagnosed with any medical conditions between enrolment and commencement, or during the year, please notify staff and complete the required documentation to update your child's enrolment. Please allow our staff up to 72 hours to process the change. Your child can attend after the paperwork has been processed.

Asthma

If your child has been diagnosed with asthma the service will need:

- Your child's in date medication and a spacer (please ensure these are clearly named),
- An Asthma Management Plan completed by a doctor (Asthma Management Plan templates can be found at: <https://asthma.org.au/treatment-diagnosis/asthma-action-plan/>)
- Ensure the doctor has signed and dated the plan,
- Updated information/Asthma Management Plan if your child's asthma changes or requires further treatment over the time they are at Kindergarten.



Allergies (that don't require an EpiPen)

If your child has been diagnosed with an allergy, the service will need:

- An Allergic Reaction Action Plan (template can be found at: <https://www.allergy.org.au/hp/anaphylaxis/ascia-action-plan-for-anaphylaxis>)
- Ensure the doctor has signed and dated the plan,
- Any medication that your child requires if they have an allergic reaction and a dispenser to give the medication (please clearly name the dispenser),
- Medication must be in date and in the original container with your child's name on it
- Updated information/ Allergic Reaction Action Plan if your child's allergy changes or requires further treatment over the time they are at Kindergarten.



Anaphylaxis (Allergies that require an epipen)

If your child has been diagnosed with anaphylaxis, the service will need:

An Anaphylaxis Action Plan (template can be found at: <https://www.allergy.org.au/hp/anaphylaxis/ascia-action-plan-for-anaphylaxis>)

- Ensure the doctor has signed and dated the plan,
- An EpiPen clearly labelled with your child's name and in date,
- Any other medication that your child requires if they have an allergic reaction and a dispenser to give the medication (please clearly name the dispenser),
- Medication must be in the original container with your child's name on it
- Updated information/ Anaphylaxis Action Plan if your child's allergy changes or requires further treatment over the time they are at Kindergarten.



Medications

Prescribed and over the counter medication will only be administered to a child for seven days when written instruction from an authorised person, stated on the enrolment form, is recorded on the medication form. Medication must be labelled with the child's name, be in date and handed directly to a staff member on arrival each day (**Please do not leave any medication in your child's bag**) For long term medication a **medical management plan or letter from a doctor is required.**

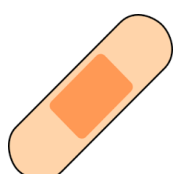
SunSmart

Glenelg Shire Council ensures that all children are protected from skin damage caused by harmful UV rays with daily checks of the UV levels. Services provides a minimum of 50+ sunscreen for use in accordance with our Sun Protection Policy. Families can provide an alternative sunscreen to be left at the service if their child has a particular sensitivity to the sunscreen provided. This must be listed in their enrolment form. Sun Protection is used whenever UV levels are 3 or above. All children are required to wear a SunSmart approved hat that protects their face, neck and ears.



Accident and Injury

Despite every precaution, accidents can occur. All of our educators hold a First Aid qualification and, in the case of a minor accident, staff will comfort the child and apply first aid. If the accident is of a serious nature, staff will contact the parents, whilst comforting and applying first aid. In the case where an ambulance is required, staff will call an ambulance and then the family. All medical and ambulance costs are the parent's responsibility.



Emergency Contact Details

Families are required to keep their Emergency Contact Details up to date at all times. This is to ensure that in the case of an emergency, we are able to contact you, or your authorised nominees. Please ensure you update the details in XAP.

Evacuation Procedures

Emergency evacuation procedures for children, staff and visitors are displayed throughout our kindergartens. Educators practice emergency evacuation drills throughout the year with the children. In the first instance, we use Xap to communicate emergency situations. Kathleen Millikan Centre, Heywood Kindergarten, Dartmoor Children's Centre & Karreeta Peeneeyt Mara Portland Child & Family Complex will all close on Code Red Days as they are listed on the Bushfire At Risk Register.

Excursions, Events and Incursions

Excursions and visitors to the service are an important part of the kindergarten program. They provide opportunities for the children to explore the wider community as well as enrich and extend the educational program provided at the service. In the lead up to excursions, families/carers will receive notification of the planned activities and the adult/child ratio required to conduct the outing in a safe manner. Adult assistance is required on these days, all parent helpers require a current working with children check (WWCC).

Permission slips are required prior to all excursions, and must be signed and returned in order for your child to be able to participate. Please be aware that there is no provision for a child to attend kindergarten if they are not participating in the excursion.

Notices and Newsletters

In addition to regular informal discussions with you, staff will use notices, regular updates and newsletters as the primary means of communication. These will be sent via the Xap communication portal and on our social media pages and in some circumstances hard copy . Newsletters, updates and notices help keep you informed with kindergarten events, any changes to policies, as well as providing information on the children's program.

Court and Intervention Orders

The parents of a child automatically have shared parental responsibility unless a Court Order states otherwise. Court orders varying parental responsibility can be made under the Family Law Act 1975, the Children, Youth and Families Act 2005 and the Family Violence Protection Act 2008. A Court Order outlines the powers, duties, responsibilities or authorities of any person in relation to a child. It may take away the authority of a parent to do something, or may give it to another person. If the person(s) enrolling the child does not disclose that there is an existing Court Order and/or shown an authenticated Court Order, they cannot hold staff responsible for any actions taken by staff members that are contrary to that Order.

Families are required to ensure that the service has the most up to date information including any Interim and Final Orders relating to your child. If the Order is complex in nature a risk assessment will be developed and signed off by the parent/guardian.

Council appreciates that from time to time the personal circumstances of parents/guardians may result in alternative pick up, drop off, and care arrangements for the named child (either by agreement or court order). Council will endeavour to accommodate these arrangements provided reasonable notice is given (typically being at least seven days). In the absence of such notice, Council reserves the right to refuse the named child or a parent/guardian access to the service until internal measures have been taken to accommodate the arrangement.

Early Start Kindergarten

Early Start Kindergarten (ESK) gives eligible children 15 hours of free kindergarten

To be eligible, your child must be three by 30 April in the year they'll start kindergarten, and meet one of the following criteria:

- identify as Aboriginal or Torres Strait Islander
- your family has had contact with Child Protection
- is from a refugee or asylum seeker background

For further information on Early Start Kindergarten <https://www.vic.gov.au/early-start-kindergarten>

Feedback, Complaints or Concerns

It is our aim to address complaints or concerns as they arise and arrive at a satisfactory outcome. If you have any complaints or concerns, please speak with your child's teacher or educator in the first instance.

If you wish to take the complaint or concern further, you can contact:

The Nominated Supervisor	Department of Education & Training
Children's Services	South Western Victorian Region - Quality
Glenelg Shire Council	Assessment & Regulation Division
PO Box 152	DET - Barwon South West Region
PORTLAND VIC 3350	PO Box 2086
P: 1300 453 635	GEELONG VIC 3220
E: childrenservicesenquiry@glenelg.vic.gov.au	P: 03 5215 5136
	E: bsw.qar@edumail.vic.gov.au

Alternatively please refer to the Glenelg Shire Council Customer Complaints Handling Policy on our website www.glenelg.vic.gov.au

Policies and Procedures

Our Policy and Procedures Manual is available for families to read at each service. A copy of individual policies can be provided on request.

Our policies are reviewed regularly and families are encouraged to have input into these policy reviews.

Privacy, Confidentiality and Permissions

Glenelg Shire Council has policies in place for privacy and confidentiality illustrating how we collect, use, disclose, manage and protect information about children and families attending each service.

PHOTOGRAPHS AND VIDEOS ARE CLASSIFIED AS 'PERSONAL INFORMATION' UNDER THE INFORMATION PRIVACY ACT 2000. PHOTOS AND VIDEOS OF CHILDREN ARE ONLY TO BE TAKEN BY AUTHORISED COUNCIL OFFICERS DURING EDUCATION AND CARE SESSIONS. NO IMAGES ARE TO BE TAKEN BY FAMILIES, FRIENDS OR VISITORS TO THE SERVICE DURING THE PROGRAM.

Photographs and videos of your child are taken with your permission if you provide authority on your child's enrolment record to record your child's learning and development.

For further information refer to our policies available for viewing at each service or on request.

Transition to School

Transition to School is a process; the Transition Learning and Development Statement (TLDS) is one part of this process.

The Transition Learning and Development Statement supports the transfer of information, from kindergarten (4-year-old) to primary school. It provides an opportunity for the child, their families and the professionals working with them to contribute to the information that is shared.

Information in the Statement:

- summarises the strengths of the child as they enter school;
- identifies the child's individual approaches to learning and other interests;
- indicates how the child can be supported to continue learning; and
- informs families about their child's learning and development.

The information in the TLDS helps school teachers to get to know the child entering their class before they start; and to plan for each child's learning and development.

For more information about the Transition Learning and Development Statements (Kindergarten to School)

visit <https://www.education.vic.gov.au/childhood/professionals/learning/Pages/family.aspx>



Key Contacts

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Thank you for choosing Glenelg Shire Council Children's Services to care for and educate your child.

We look forward to working with you as we watch your child grow, develop and learn.



