



CHILDREN'S SERVICES LONG DAY CARE

HAND BOOK



Acknowledgement to Country

Glenelg Shire Council would like to respectfully acknowledge that our services operate on the traditional land and waters of the Gunditjmara people, Bunganditj 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 Statement

Glenelg Shire Council is a Child Safe Organisation. As a child safe organisation Glenelg Shire Council takes deliberate steps to safeguard children from physical, sexual, emotional and psychological abuse and neglect.

It puts children's safety and wellbeing first and embeds a commitment to child safety in every aspect of the organisation.

Glenelg Shire Council complies with requirements of the 11 New Child Safe Standards.



Welcome to Glenelg Shire Council Children's Services

We would like to welcome you and your child to Glenelg Shire Council Children's Services. Glenelg Shire Council long day care programs are located in Casterton, Dartmoor and Portland and provide a care and education program based on the National Quality Framework and the Victorian Early Years and Development Frameworks for children aged from eight weeks to twelve years, with highly qualified and skilled educators. Children are able to attend the service full time, part time or casually, depending on the needs of the family and the availability of places and operational hours.

Our programs aim to provide a stimulating, enriching and inclusive, developmentally appropriate program for the children, where they learn through play and intentional teaching. We aim to meet the needs of each individual within a group setting and value their contribution to our service. It is our goal to nurture each child's self-esteem, creativity, sense of belonging and developmental achievements. We recognise that children develop in the context of their families, and that this needs to be the starting point of service delivery. We encourage open communication between families, children and staff.

The information contained in this handbook is designed to provide information and guidance to families using our services. Further detailed information is provided in our various policies and procedures which are available for families to view at any time.

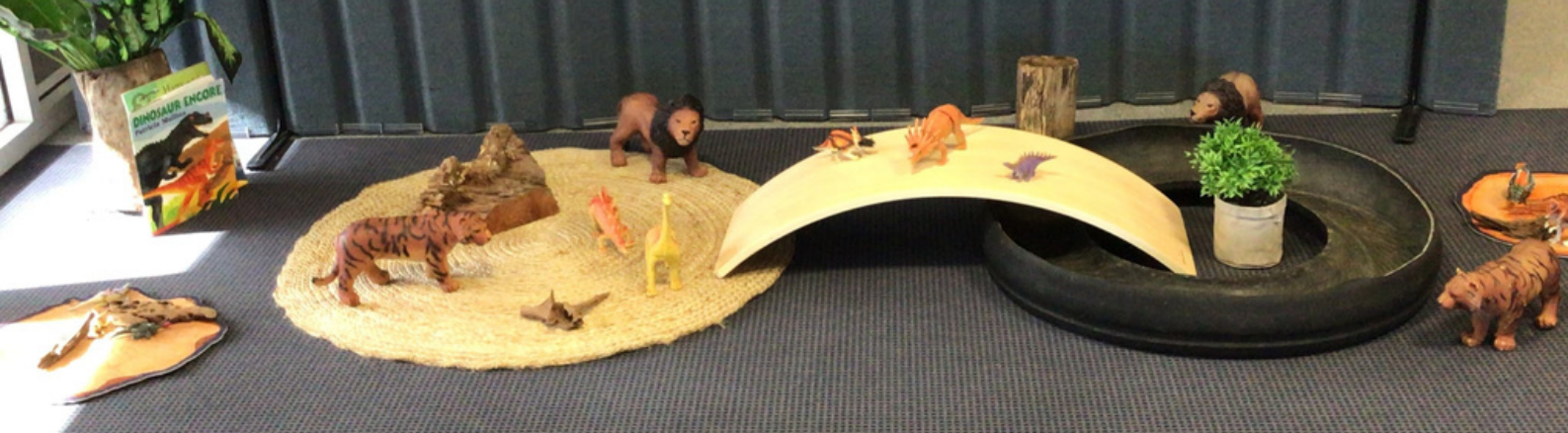


Glenelg Shire Council
Children's Services

PO Box 152
Portland VIC 3305

Telephone 1300 453 635
Email enrolment@glenelg.vic.gov.au

www.glenelg.vic.gov.au



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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 education and care.

For further information, please visit:

<https://www2.health.vic.gov.au/public-health/immunisation/vaccination-children/no-jab-no-play>

Annual influenza vaccination

The 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

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

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

Australian Government Services Australia **medicare**

Immunisation history statement

As at: 12 September 2021
For: Jil Clemen
Date of birth: 29 July 2017
Individual Healthcare Identifier (IHI): 8002 80 XX XXXX XXXX
NIP Immunisation status: up to date

Schedule	Date given	Immunisation	Brand name given
Birth	30 Jul 2017	Hepatitis B	Engery-B
2 months	30 Sep 2017	Diphtheria Tetanus Pertussis Hib Hepatitis B Polomyelitis Pneumococcal Rotavirus	Hexaxim Prevenar 13 Rotarix
4 months	30 Nov 2017	Diphtheria Tetanus Pertussis Hib Hepatitis B Polomyelitis Pneumococcal	Hexaxim Prevenar 13
6 months	30 Jan 2018	Diphtheria Tetanus Pertussis Hib Hepatitis B Polomyelitis	Hexaxim
12 months	30 Jul 2018	Measles Mumps Rubella Meningococcal ACWY Pneumococcal	MMR II Nimenrix Prevenar 13
18 months	30 Jan 2019	Hib Diphtheria Tetanus Pertussis	Hiberix Infanrix
4 years	30 Jul 2021	Measles Mumps Rubella Varicella Diphtheria Tetanus Pertussis Polomyelitis	Priorix-Tetra Infanrix IPV

Next NIP immunisation due: No vaccines due. Date due:

Notice: This individual has received all vaccines required under the National Immunisation Program childhood schedule.

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Early Years Education Program Information

National Early Years Learning Frameworks: (Belonging, Being, Becoming)

The National Early Years Learning Framework describes the principles, practice and outcomes essential to support and enhance young children's learning from birth to five years of age, as well as their transition from children's playrooms to school. The Framework has a strong emphasis on play-based learning as play is the best vehicle for young children's learning and development. The Framework also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. For more information on the National Early Years Learning Frameworks visit www.education.gov.au

Victorian Early Learning and Development Frameworks

The Victorian Early Years Learning and Development Framework (Victorian Framework) complements the National Early Years Learning Frameworks and is designed to advance all children's learning and development from birth to eight years of age.

The Victorian Framework:

- Identifies five Early Years Learning and Development Outcomes for all children
- Identifies eight Practice Principles for Learning and Development, categorised as Collaborative, Effective and Reflective. The Practice Principles describe the most effective ways for early childhood professionals to work together, with children and with families to facilitate learning and development
- Emphasises the importance of supporting children's and families' transitions as they move within and across services throughout the early childhood period

For more information visit: www.education.vic.gov.au

My Time Our Place Framework

The Framework has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. It represents Australia's first national framework for school age care to be used by school age care educators, and aims to extend and enrich children's wellbeing and development in school age care settings.

This Framework is linked to the Early Years Learning Framework 2 which focuses on children from birth to five years. It extends the principles, practices and outcomes to the contexts and age range of the children and young people who attend school age care settings. Further, the National Quality Standard for Early Childhood Education and Care and School Age Care 3 supports the implementation of this national framework by ensuring that necessary environments, facilities, staffing arrangements, resources and management structures are in place.

Session Times

Dartmoor Children's Centre

134 Lang Street, Dartmoor

Tuesday/Wednesday 9:00am – 2:00pm

Thursday Full Day 9:00am – 5:00pm

After kindergarten care (Thursday) 2:00pm – 5:00pm

Karreeta Peeneeyt Mara Portland Child and Family Complex

94 Julia Street, Portland

Before kindergarten care 7:30am – 8:30am

Morning 7:30am – 1:00pm

Afternoon 1:00pm – 6:00pm

Daily 7:30am – 6:00pm

After kindergarten care 4:00pm – 6:00pm

Kathleen Millikan Centre

1-7 Jackson Street, Casterton

Before kindergarten / school care 7:45am – 9:00am

Preschool Program (CCS) 8:45am – 12:45pm

Morning 7:45am – 12:45pm

Afternoon 12:45pm – 5:45pm

Daily 7:45am – 5:45pm

After kindergarten care 2:00pm – 5:45pm

After school care 3:15pm – 5:45pm



Fees and Charges

Fees are reviewed annually, in accordance with the Council Fees and Charges Policy. The Fees & Charges Policy and Fees and Charges Facts Sheet are available at all long day care services or our on website <https://www.glenelg.vic.gov.au/Our-Services/Children-and-Families>.

For any queries regarding fees or accounts contact the Children's Services Accounts Team on 1300 453 635 or email csaccounts@glenelg.vic.gov.au

Our services are Australian Government Child Care Subsidy (CCS) approved. Please refer to Department of Human Services for further details on eligibility and claiming.

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

Enrolment Administration Fee

A non-refundable family enrolment administration fee of \$50 is charged at the time of confirming your enrolment.

Absence Fees

When a child is absent from care, parents are asked to notify the service as soon as possible via Xap or email. All absences will be charged at full fee less any CCS to maintain the child's booking. CCS can only be claimed for the first 42 days absence for any reason. For the 2022/2023 financial year, families can get 10 extra allowable absences bringing the total number of absence days to 52. For additional absences, supporting documentation may be required to claim CCS.

For more information on absences, please visit <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186>

Late Fees

\$1 per minute per child will be charged for children picked up after the program operating times or agreed booking time. Families are required to ring the service to inform of alternative arrangements for the collection of their child.

Withdrawal of Care Fees

Families wishing to withdraw their child/children from care are required to complete the termination of care form two weeks prior to ceasing the booking. Centrelink generally won't pay CCS for any absences before your child physically attends care or after the last day your child physically attends care, however if you have an approved reason, CCS will be paid for up to 7 absence days. The list of approved reasons for additional absences can be found at <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186#howmany>.

Fee Payment Frequency

Families will be invoiced weekly.

Fee Payment Options

BPay or Direct Debit

Declined Direct Debits

Account holders with direct debit arrangements are expected to have adequate funds available on the scheduled transaction date. Upon decline of a scheduled direct debit, the account holder will be contacted by the Finance Officer. A direct debit decline is considered non-payment of fees and our normal fees and charges policy will apply if payment is not received by the due date.

Public Holidays and Closure Days

Glenelg Shire Council Children's Service's closes on Victorian Public Holidays.

Families are not charged for Public Holidays.

Each year Glenelg Shire Council Children's Services also has service closure days determined by management for professional development, planning and administration, curriculum development, child assessment and reporting purposes.

In addition to Public Holidays and Closure Days, Dartmoor Children's Centre only operates during the Victorian School Terms.



Tips for Settling Children

The following outlines some helpful hints for parents on settling their child into care and education:

- Before commencing, make sure you familiarise your child with the environment and the people in the environment (children and adults) by coming in for visits with your child.
- Ease your child into education and care with short stays to begin with and discuss these visits with staff.
- Provide a favourite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure.
- Interactions between educators and families or educators and other children can produce positive role models and be reassuring. This experience can help to establish trust in an unfamiliar setting.
- Talk about our service in a positive way at home. Mention the names of the educators and other children. Talk about the things the child will be able to do at the service that are fun.
- Talk to the educators about your child, for example, what they like to do; successful ways of settling them to sleep; foods they like and dislike, songs and activities they enjoy and so on. This helps the educators to get to know your child, and to provide education and care that meets your child's needs.
- When leaving your child, it is best to make sure you say goodbye and then leave the child's area. Hesitating and not leaving after you have said your goodbye, confuses a child and can make them unsettled and/or upset. Prior to saying goodbye, reassure your child that everything is alright and you will return later. This can help your child to settle.
- It sometimes helps to establish a routine when leaving. For example, you could give your child a cuddle or a quick story before handing them to an educator, and then leaving.
- At first, some children object to being at a service, while others may take a day or two to realise that you are leaving them, and begin to object after several days. Children soon learn that you do return and in the meantime, they are well cared for. Most children settle very well into education and care. Our team of educators do all they can to help your child settle. If you have any concerns or need reassurance that your child is okay, we encourage you to call us. There are sometimes during the day when it may be difficult for our services to take calls in the care and education rooms, so please try again or send a message through our Xap Guardian communication platform. Our staff will always call you if your child has not settled or is not settling.

For more tips on how to settle you child into care visit <https://raisingchildren.net.au/grown-ups/work-child-care/planning-starting-child-care/care-planning-settling>

Enrolment Process

Enrolment periods for Long Day Care open each year around September for the following year. Families can access the enrolment process through Council's website by clicking on the link below.

<https://www.glenelg.vic.gov.au/Our-Services/Children-and-Families/Long-Day-Care/Long-Day-Care-Enrolments>

Enrolments can be submitted outside of the enrolment period however may be placed on a waiting list if the service is at capacity. Families will be contacted when a position can be offered.

Administration staff are available to assist with enquiries between 8am and 5pm weekdays.

Glenelg Shire Council allocates positions using the Australian Government's Priority of Access Guidelines:

Sometimes there may be a waiting list for child care services and to ensure the system is fair, the Australian Government has "Priority of Access Guidelines" for allocating places in these circumstances. The guidelines only apply to Child Care Subsidy approved child care. They are used when there is a waiting list for a child care service or when a number of parents are applying for a limited number of vacant places.

Every Child Care Subsidy approved service has to abide by the guidelines and tell you about them when you enroll your child into care.

- *First Priority: a child at risk of serious abuse or neglect;*
- *Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999';*
- *Third Priority: any other child*

Third priority families: please be aware that you may be required to change your booked sessions during the year if someone of a higher priority requires care.



General Information

Our Staff and Services

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.

Glenelg Shire Council Children's Services staff are carefully selected through our recruitment process. Suitably qualified educators are employed in all age groups and the child/educator ratios are adhered to according to licensing requirements. All staff working directly with children hold a current Working with Children Check, issued via the Victorian Department of Justice and Regulation or Victorian Institute of Teaching Registration. Staff maintain up-to-date qualifications including First Aid.

Orientation Process

The orientation process is extremely important and is individually tailored to assist children and families to settle into the programs. This is an opportunity to meet the educators, discuss routines, policies and procedures, and for you to tell us about your child.

Clothing

Children need to be able to freely move around during their play and should not be restricted by clothing. While paints and dirt will come out in the wash, accidents do happen, so it is best to send children along in everyday casual clothing. The services only have a limited supply of spare clothing. Please supply at least one full change of clothing and underwear in case of accidents. Please ensure that toddlers have about three complete changes of clothing and plenty of training pants. Please label your child's clothing and ensure you replace labels if they fade in the wash.



Belongings and Possessions

Please ensure all belongings are clearly labelled. Lost property that has been found will be available for parent collection. It is appreciated if personal possessions (toys etc.) are not brought in to the service. However, children are encouraged to bring a comforting item if needed when settling. This can be discussed with your child's educators. Any possessions brought in are entirely at the parent's own risk, with regards to breakage, damage or loss.

What to Bring

It is important you supply some items to help us to provide education and care for your child, including a clearly labelled back pack with your child's name, that contains the following:



A change of labelled clothing that is weather appropriate and complies with SunSmart recommendations.

Young children, especially those toilet training, will need extra changes of clothes.



A full-brimmed wide hat



A named drink bottle containing water only



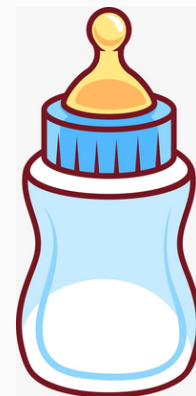
Weather appropriate clothes for winter



A labelled comforting item (only if needed)



A daily supply of named nappies



A daily supply of single use bottles with breast milk or measured formula



A lunch box with healthy snacks and lunch. (Not applicable for children attending Karreeta Peeneeyt Mara Portland Child and Family Complex long day care programs)

The Daily Routine

Although the routines of each service, room and age group will vary, there are some aspects that remain the same. We endeavor to provide a home and family like environment at the services where the children feel comfortable and secure at all times. Our daily routines reflect this.

Throughout the day, children will be experiencing a number of different activities that are part of the educational and developmental programs delivered by our educators. Each program will display their routine, making them available for parents to read and discuss with educators. Our routines are flexible and are adapted to suit weather conditions, the temperaments of the children, and any unforeseen situations or circumstances.

Rest and Sleep

Rest time routines vary according to children's individual needs. We aim to make rest time a relaxed, pleasant time for all children. Karreeta Peeneeyt Mara Portland Child and Family Complex and Kathleen Millikan Centre provide bedding for children depending on their rest and sleep requirements. Dartmoor families are requested to please provide your own bedding for your child. Please feel free to discuss your child's rest needs with the educators.

Parent Involvement

We highly encourage parent involvement to ensure we maintain the quality of our service where possible. Your contribution of ideas, experiences and skills are welcomed and valued.

Using the Service Safely

- Never leave children unattended in cars, including while collecting other children from our service
- Car parks are dangerous places for children. When arriving and leaving our service always hold your children's hands
- Never leave a door or gate open. Please close all gates and doors even if you have found them open.
- Never leave your children unattended in a room. Please take your child to an educator when you enter the service. It is important you notify an educator that your child has arrived.
- Children are not permitted into the kitchen and laundry areas unless they are under the supervision of an educator.



Communication with Families

Glenelg Shire Council uses a central management system - Xap. Upon enrolment, families will receive a welcome email 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 free App from Google Play or the iTunes store upon enrolment confirmation.

Google Play - https://play.google.com/store/apps/details?id=com.xap.guardian&hl=en_AU&gl=US

Apple Store - <https://apps.apple.com/au/app/xap-smile-for-guardians/id1500375099>

We acknowledge that families have different communication styles and availability times. Mornings and afternoons can be busy, and are not always the best time to discuss your child with an educator. We have many types of communication we use for families at our services. Below is a list of ways we communicate with families:

- Face to face verbal interactions at arrival and departure times.
- Integrated newsletters which will be sent via email and available in print if requested.
- 'What's Up" Xap function (please ensure you allow for notifications to be sent to your device).
- Updates via social media (www.facebook.com/glenelgshirechildrensservices)
- Meetings can be arranged where families can raise any issues or topics they feel relevant and contribute to decision making. Please speak with your child's educator to set up a meeting time and date.
- During the annual Children's Services Family Satisfaction Survey period families are encouraged to provide feedback about our services.
- Policies are reviewed and kept up to date, these are available for parent/guardian feedback and input. A reminder will be emailed to families via Xap when a policy is due to be reviewed, copies are available at each service.

Delivery and Collection of Children

A child may only leave the service in the care of a parent/guardian, authorised nominee or a person authorised by one of these parties to collect the child and emergency services. Authorised nominees must be 18+ years of age.



Attendance - Signing In and Out

Families are required to digitally sign their child's attendance on a secure electronic device each day on arrival and at departure.

Please advise staff if someone different will be collecting your child and ensure only those authorised on your enrolment forms do so. If you wish to update details for authorised nominees, add additional or remove existing, you can do this through the Xap app or request a hard copy form from your service. Please encourage people collecting your child to carry photo ID, this may need to be checked by staff if the persons identity needs to be confirmed.

We request that children be collected promptly at the end of the session. If you are delayed please phone the service so that staff can reassure your child. Families are also requested to submit non-attendances (for any reason) via Xap or email to childrenservicesenquiry@glenelg.vic.gov.au remembering to provide the child's full name and service location.

Changes to permanent and casual bookings

Families requesting to make changes to their child's ongoing booking are required to complete an online form which can be located on Council's website or by clicking on the following link - <https://au.openforms.com/Form/df90d65d-f1e4-466b-ae61-ded791d4e9a0>

Families with a casual booking must notify the service before 8:30 am on the day of the requested care or the fee for the session will be charged. If a child is signed into their casual booking session but subsequently had to sign out of the session, then the family will still be charged at full fee less any entitled CCS (if applicable).

Transitioning to Other Programs/Rooms

As your child develops and grows Glenelg Shire Council Children's Services endeavors to ensure we are providing them with the most appropriate program and environment. Your child's environment allows for opportunities for your child to further develop and also practice skills they are yet to establish. Environments have a positive balance of challenges, risks and education and care practices to ensure every opportunity is given to your child to develop meaningful relationships with educators, and develop at a pace unique to them.

Regulations provide all early education and care services with educator to child ratios. As we know, children develop at different rates i.e.: one child at 20 months may be walking with ease and unaided, while another may be finding their balance and walking only when assisted. We aim to discuss with you the best environment for your child based on development, rather than their age.

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 be held responsible for any actions taken by staff members that are contrary to that Order. It is not the role of the service or the Department of Education and Training to mediate such a dispute between the parent(s) or guardian(s) regarding the contents of a Court Order. This is a matter to be resolved by the parents, their lawyers and/or the court.

There are two types of Intervention Orders that a magistrate can make at court. They are an Interim Order; a short-term Order made until a magistrate can hear all the evidence and make a final decision or a Final Order; a longer-term Order made if a magistrate believes a person needs protecting. 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 endeavor 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.

Health and Safety

Our services aim to maintain a healthy and safe environment for children, staff and families to grow and develop in. The services have a Health & Safety and Hygiene policy regarding illnesses, infections, and medications. Children with contagious illnesses and/or infections are required to be kept at home and you may be asked to provide a medical certificate (doctor's letter) should we require assurance that the infection/illness cannot be passed to others when your child returns to the service.

When we ask for a separate doctor's letter, we simply do so to ensure that the child's condition has changed since the visit to the doctor. This is not to challenge a doctor's advice but emphasises our aim to maintain a safe and clean environment and is an attempt to protect children, families, educators and community from the spread of infectious illness and infections.

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 program. 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 illnesses.

Illness & Infectious Diseases Exclusion

If your child is in any way unwell and not their usual self it is best to keep them at home to allow their full recovery, so they can participate fully in the program on their return. Children who are infectious must remain at home. This is for the 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 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 or chickenpox. A detailed list of the Department of Human Services' minimum periods of exclusion for infectious and communicable diseases can be found at <https://www.health.vic.gov.au/infectious-diseases/exclusion-periods-for-primary-schools-and-childrens-services>.

SunSmart

Glenelg Shire Council ensures that all children are protected from skin damage caused by harmful UV rays and conduct daily checks of the UV levels. Services provide a minimum 50+ sunscreen for use in accordance with our Sun Protection Policy. Families are also able to elect on their enrolment form if they wish to supply their own sunscreen.

Medications

Prescribed and over the counter medication will only be administered to a child 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 to a staff member on arrival at the service. Medication is not to be left at the service, please take the medication home at the end of each session.

Medical Conditions

Glenelg Shire Council has policies in place for allergies, anaphylaxis, asthma and other medical conditions. A Medical Management Plan can be obtained from the service or on our website, and should be completed in conjunction with a medical practitioner prior to enrolment. 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 immediately. **Please allow our staff up to 72 hours to process the change, children can still attend during this period.**

Asthma

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

- Your child's medication and a spacer (please ensure these are clearly named)
- An Asthma Management Plan completed, signed and dated by a doctor https://asthma.org.au/wp-content/uploads/2021/09/AA2022_Care-Plan-for-Schools-A4_v2_editable.pdf
- Updated information/Asthma Management Plan if your child's asthma changes or requires further treatment over the time they are at Long Day Care.



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 completed, signed and dated by a doctor https://www.allergy.org.au/images/stories/anaphylaxis/2021/ASCIA_Action_Plan_Allergic_Reactions_Green_2021_WEB.pdf
- 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 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 Long Day Care.



Anaphylaxis (Allergies that require an epipen)

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

- An Anaphylaxis Action Plan completed, signed and dated by a doctor
https://www.allergy.org.au/images/stories/anaphylaxis/2021/ASCIA_Action_Plan_Anaphylaxis_Red_Generic_2021_WEB.pdf
- An EpiPen clearly labelled with your child's name
- 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 Long Day Care.



Early Years Immunisation

A copy of your child's up to date Australian Immunisation Register (AIR) statement is required at enrolment. Families can obtain a statement from their myGov account; or by phoning AIR on 1800 653 809; or by visiting a Medicare or Centrelink office. Early childhood education and care services cannot confirm enrolment of a child unless the parent/guardian has provided documentation that shows the child:

- is fully vaccinated for their age
- is on a recognised catch-up schedule if their child has fallen behind with their vaccinations
- has a medical reason not to be vaccinated
- or meets eligibility for the No Jab/No Play Grace Period

'Conscientious objection' to vaccination is not an exemption (Public Health and Wellbeing Act 2008).

Families are required to provide their child's service with their updated Immunisation History Statements throughout the duration of their enrolment.

Accident and Injury

Despite every precaution, accidents can occur. All of our educators hold a current First Aid Certificate 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/guardians, 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/guardian responsibility.

Emergency Contact Details

Families are requested 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 details in Xap as required.

Evacuation Procedures

Emergency evacuation procedures for children, staff and visitors are displayed throughout our services. Educators practice emergency evacuation drills with the children throughout the year. Smoke detectors and fire extinguishers are routinely checked and serviced. 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 catastrophic 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 education and care programs (subject to COVID-19 restrictions). 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/guardians 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. Permission slips are required prior to all excursions, and must be signed and returned in order for your child to be able to participate.

Healthy Eating

The Karreeta Peeneeyt Mara Portland Child and Family Complex provides healthy meals for children in Long Day Care Programs including morning tea, lunch and afternoon tea which is included in the fee charges. All meals are planned according to nutritional guidelines. Families are asked to provide a labelled drink bottle filled with water only.



Families with children attending Kathleen Millikan Centre and Dartmoor Children's Centre are required to provide snacks for morning and afternoon tea, a packed lunch and labelled drink bottle (water only). Families are responsible for checking food packaging and following our Nutrition, Active Play and Oral Health Policy.

At some services nuts and nut products are not permitted, please check packaging and each services requirements carefully.



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 lunchboxes for those attending services where meals are not provided. Pick and mix one tasty option from each of the five core food groups to create a healthy lunchbox every day.

FOR A HEALTHY LUNCHBOX **PICK & MIX** SOMETHING FROM EACH GROUP **1-6!**

FRUIT 1	VEGETABLES 2	MILK, YOGHURT AND CHEESE 3	MEAT OR MEAT ALTERNATIVE 4	GRAIN AND CEREAL FOOD 5	WATER 6
<p>FRESH FRUIT</p> <ul style="list-style-type: none"> • 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 <p>MIXED FRUIT</p> <ul style="list-style-type: none"> • Fruit salad • Fruit kebabs <p>DRIED FRUIT</p> <ul style="list-style-type: none"> • Dried fruit, nut, popcorn mixes* <p>TINNED FRUIT/SNACK PACKS/CUPS</p> <ul style="list-style-type: none"> • In natural juice (not syrup) 	<p>FRESH CRUNCHY VEGIES</p> <ul style="list-style-type: none"> • Corn cobs • Carrot sticks • Capsicum sticks • Green beans • Cucumber sticks • Celery sticks • Snow peas • Tomatoes (e.g. cherry and Roma tomatoes) • Mushroom pieces <p><i>Can serve with either:</i></p> <ul style="list-style-type: none"> • Hommus • Tomato salsa • Tatziki • Beetroot dip • Natural yoghurt <p>SALADS</p> <ul style="list-style-type: none"> • Coleslaw and potato salad (reduced fat dressing) • Mexican bean, tomato, lettuce and cheese salad • Pesto pasta salad* <p>BAKED ITEMS</p> <ul style="list-style-type: none"> • Grilled or roasted vegetables • Wholemeal vegetable muffins or scones • Vegetable slice (with grated zucchini and carrot) • Popcorn <p>SOUP (In small thermos)</p> <ul style="list-style-type: none"> • Pumpkin soup • Potato and leak soup • Chicken and corn soup 	<ul style="list-style-type: none"> • Milk • Calcium-enriched soy and other plant-based milks • Yoghurt (frozen overnight) • Custard <p><i>Tip:</i></p> <ul style="list-style-type: none"> • Freeze the night before to keep cool during the day <ul style="list-style-type: none"> • Cheese cubes, sticks or slices • Cottage or ricotta cheese • Cream cheese • Tatziki dip <p><i>Can serve with either:</i></p> <ul style="list-style-type: none"> • Fruit • Wholegrain cereal, low in sugar • Vegetable sticks • Rice and corn cakes • Wholegrain wheat crackers 	<ul style="list-style-type: none"> • 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* <p><i>Can serve with:</i></p> <ul style="list-style-type: none"> • Wholegrain sandwich, roll, pita or wrap bread with salad • Rice and corn cakes • Wholegrain wheat crackers • Side salad <ul style="list-style-type: none"> • 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 <p><i>Can serve with:</i></p> <ul style="list-style-type: none"> • Side salad • Steamed or roasted vegetables 	<p>MAINS</p> <ul style="list-style-type: none"> • Wraps • Sandwiches • Rolls • Toasted sandwiches <p><i>Tip:</i> 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.</p> <ul style="list-style-type: none"> • Pasta dishes • Rice, quinoa or cous cous dishes • Noodle dishes • Sushi <p>SAVORY BAKED ITEMS</p> <ul style="list-style-type: none"> - Homemade pizzas - Wholemeal savoury muffins or scones (e.g. ham, cheese and corn muffins) - Vegetable based muffins - Pasta or noodle bake <p>SWEET BAKED ITEMS</p> <ul style="list-style-type: none"> • Fruit loaf • Wholemeal fruit based muffins <p>SNACKS</p> <ul style="list-style-type: none"> • High fibre, low sugar cereal (e.g. muesli) • English muffins • Crackers • Crispsreads • Rice cakes • Corn thins • Wholemeal scones • Pikelets • Crumpets • Hot cross buns (no icing) 	<ul style="list-style-type: none"> • Take a water bottle (for refilling throughout the day) <p><i>Tip:</i></p> <ul style="list-style-type: none"> • Freeze overnight to keep foods cool in lunchboxes <p>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.</p> <p>Sugar sweetened drinks and confectionery should not be provided in lunchboxes. They can lead to excess energy intake and tooth decay.</p>
					

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



Feedback, Complaints or Concerns

It is our aim to address complaints or concerns as they arise and arrive at a satisfactory resolution. If you have any complaints or concerns, please speak with an educator.

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

The Nominated Supervisor
Children's Services
Glenelg Shire Council
PO Box 152
PORTLAND VIC 3350

P: 1300 453 635

E: childrenservicesenquiry@glenelg.vic.gov.au

Department of Education & Training
South Western Victorian Region - Quality
Assessment & Regulation Division
DET - Barwon South West Region
PO Box 2086
GEELONG VIC 3220

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

Glenelg Shire Council has a Policy and Procedures Manual that reflects the Education and Care Services National Law Act 2010, The Education and Care Services National Regulations 2011 and Glenelg Shire Council's recommendations for best practice. These policies are available for families to read at each service. A copy of individual policies will be provided on request.

Our policies are reviewed as required by law. Families are encouraged to have input into these policies at the time of establishment or review.

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.

Photographs and videos of your child are taken with your permission by our educators to record your child's learning and development. On your enrolment form you are asked whether you give permission for this digital media to be used by Glenelg Shire Council.

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

Glenelg Shire Children's Services Team

Miryam Franjic

Children's Services Manager

Kate Lyons

Team Leader Integrated Early Years Services

Karen Meyrick

Team Leader Education and Care

Toni Jackson

Senior Educator

Kathleen Millikan Centre

Catherine Schultz

Senior Educator

Karreeta Peeneeyt Mara - Portland Child and Family Complex

Letetia Tobin & Jess Hallinan

Administration

Tel: 1300 453 635

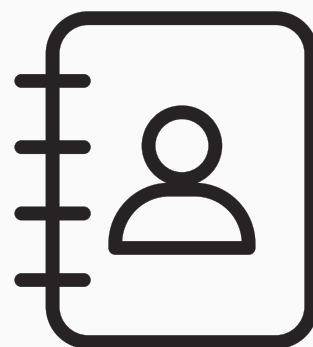
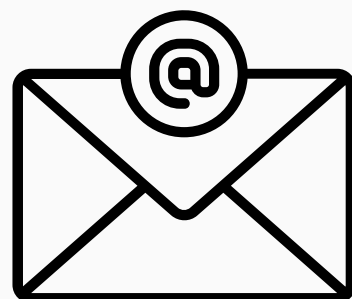
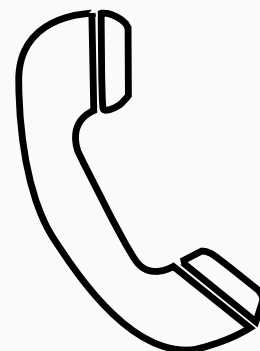
Email: childrenservicesenquiry@glenelg.vic.gov.au

Fee or Account Enquiries

Robyn Baddley

Tel: 1300 453 635

Email: csaccounts@glenelg.vic.gov.au



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.

