

CHILDREN'S SERVICES 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

No Jab No Play

On 28 February 2018 the No Jab No Play legislation was amended so that an Immunisation History Statement from the Australian Immunisation Register (AIR) is the only form of documentation accepted for the purpose of enrolling in an early childhood education and care service.

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.

The Medicare logo and Australian Government must be present and identifiable to be considered a valid Immunisation History Statement. For example, if the statement is page two of a letter from Medicare, both pages need to be presented to the service to confirm enrolment.

How to access an 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>

 Australian Government
Services Australia

medicare

Immunisation history statement

As at: 12 September 2021
For: Jill Citizen
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 Pneumococcal Rotavirus	Hexaxim Prevenar 13 Rotarix
4 months	30 Nov 2017	Diphtheria Tetanus Pertussis Hib Hepatitis B Poliovirus Pneumococcal Rotavirus	Hexaxim Prevenar 13 Rotarix
6 months	30 Jan 2018	Diphtheria Tetanus Pertussis Hib Hepatitis B Poliovirus	Hexaxim
12 months	30 Jul 2018	Measles Mumps Rubella Pneumococcal ACWY Hib	MUMR II Nimenrix Prevenar 13
18 months	30 Jan 2019	Diphtheria Tetanus Pertussis Measles Mumps Rubella Varicella	Infanrix Priorix-Tetra
4 years	30 Jul 2021	Diphtheria Tetanus Pertussis Poliovirus	Infanrix IPV

Next NIP Immunisation/s due	Date due
No vaccines due.	

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

School Terms, Public Holidays and Closure Days

Glenelg Shire Council Children's Services Kindergarten & Dartmoor Children's Centre Childcare programs operate during the Victorian school Terms.

Glenelg Shire Council Children's Service's closes on Victorian Public Holidays. Childcare families are not charged for public holidays.

Each year Glenelg Shire Council Children's Services have service closure days determined by management for professional development, planning and administration, curriculum development, child assessment and reporting purposes. Families will be provided with adequate notice prior to a planned service closure date.

Fees and Charges

Free kindergarten is part of the State Government's ongoing reform to early years education in Victoria, to support every child to get the best start for the best life.

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

Families wishing to withdraw their child/children from education and care are required to complete the termination of care form two weeks prior to ceasing the booking.

Enrolment Process

Kindergarten Enrolments

Enrolments are required to be completed online during the enrolment period. All required information for kindergarten enrolments can be found on our webpage via the link below.

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

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](#).

Kindergarten Enrolments can still be submitted after the enrolments period 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 childrenservicesenquiry@glenelg.vic.gov.au

Childcare Enrolments –

To be added to our childcare waiting list please follow the instructions on our website linked below.

[Long Day Care Enrolments | Glenelg Shire Council](#)

Additional Needs

We are committed to supporting any child that has additional needs. If your child needs assistance, please ensure that your enrolment form clearly identifies their current needs and what support they may need while at kindergarten and that you include any supporting documentation from specialists or support services.

For further information, contact our administration team on 1300 453 635 or email childrenservicesenquiry@glenelg.vic.gov.au

Our Services

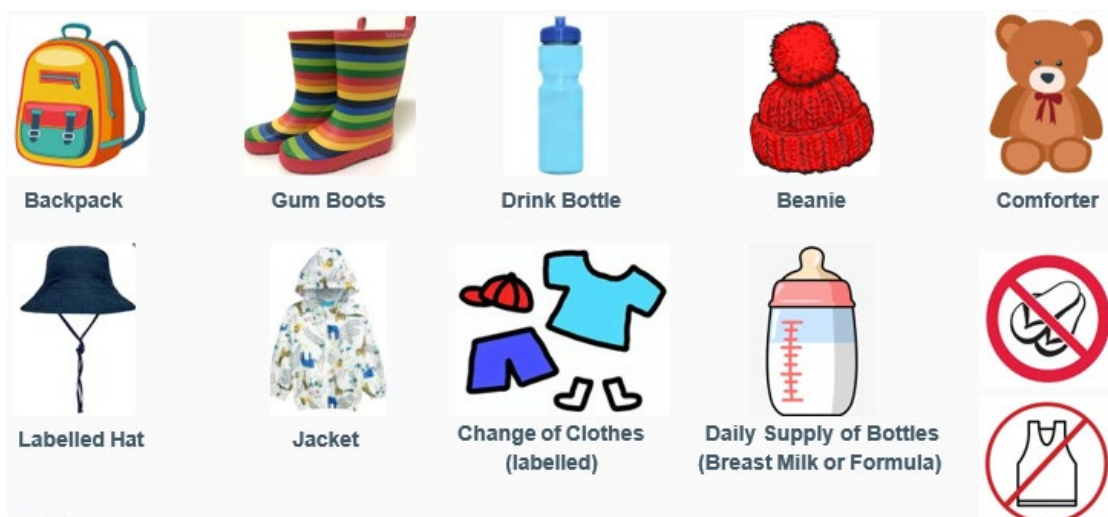
- Dartmoor Children's Centre – Childcare & Kindergarten
- Heywood Kindergarten – Kindergarten
- Jaycee Kindergarten Portland – Kindergarten
- Kalbarri Kindergarten Portland – Kindergarten
- Karreeta Peeneeyt Mara Portland Child and Family Complex – Childcare & Kindergarten
- Kathleen Millikan Centre Casterton – Childcare & Kindergarten

To view tours of our services please click the link below.

[Take a tour | Glenelg Shire Council](#)

What to Bring?

Childcare - It is important you supply some items to help us to provide education and care for your child, including a clearly labelled bag with your child's name, that contains the following (as relevant):



Kindergarten – 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 are worn.



Clothing

Families are advised to send their children to the service in comfortable, inexpensive clothing. Children need to be able to freely move around during their play and should not be restricted by clothing. While paints, dirt and the like 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. As mentioned above, please ensure clothing is weather appropriate, and take into consideration changing weather conditions throughout a day. Children are required to wear sturdy shoes for outdoor play (e.g. no thongs).

Belongings and Possessions

Please ensure all belongings are clearly labelled. Lost property that has been found will be available for parent collection at your child's service. Parent cooperation in labelling items assists the service in keeping your child's belongings safe and together. It is appreciated if personal possessions (toys etc.) are not brought into the service. However, children are encouraged to bring comfort items 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.

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. Teachers hold a Bachelor's Degree specialising in Early Childhood Education and are registered with the Victorian Institute of Teaching (VIT).

All educators hold a current Working with Children's Check and staff maintain up-to-date qualifications including First Aid.

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.

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 a parent/guardian to collect the child. 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. This indicates children's attendance and is of key importance in emergency situations and in accordance with the Education and Care Services National Regulations and Family Assistance Law.

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 however we ask families to please notify the service in writing when you have made a change to any nominee information.

We request that children be collected promptly at the end of the session. If you are delayed, please phone 1300 453 635 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.

Illness & Infectious Diseases Exclusion

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

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 and influenza-like illnesses (including COVID-19), measles, gastroenteritis related 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 on 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 Minimisation 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 - [CLICK HERE](#)
- 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 or Anapen)

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

- an Allergic Reaction Action Plan - [CLICK HERE](#)
- 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 or AnaPen)

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

- an Anaphylaxis Action Plan - [CLICK HERE](#)
- ensure the doctor has signed and dated the plan
- an EpiPen or AnaPen 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 and Anaphylaxis Action Plan if your child's allergy changes or requires further treatment over the time they are at Kindergarten

Hay Fever (Allergic Rhinitis)

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

- an Allergic Rhinitis (Hay Fever) Action Plan - [ASCIA Allergic Rhinitis Treatment Plan 2024.pdf](#)
- ensure the doctor has signed and dated the plan
- any medication that your child requires if they have hay fever 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 Rhinitis (Hay Fever) Action Plan if your child's allergy changes or requires further treatment over the time they are at Kindergarten

ASTHMA ACTION PLAN
Take one when you feel your doctor

Name: _____ Date of birth: _____
Flow date: _____ Review date: _____
Doctor details: _____
Emergency contact: _____
Phone: _____
Address: _____

WELL CONTROLLED is all of these:
• Coughing/asthma medicine no more than 2 days/week
• No asthma at night
• No asthma when awake up
• No day or night symptoms

FLARE-UP Asthma symptoms getting worse such as any of these:
• Coughing/asthma medicine more than about 2 days/week
• Waking up at night with asthma
• Bad asthma when awake up
• Can't do all day activities

SEVERE Asthma symptoms getting worse such as any of these:
• Coughing/asthma medicine more than about 2 days/week
• Waking up at night with asthma
• Bad asthma when awake up
• Can't do all day activities

EMERGENCY is any of these:
• Coughing/asthma medicine not working at all
• Can't speak in full sentences
• Extreme difficulty breathing
• Bad asthma in bed or worse
• Spits turning blue

How to give adrenaline (epinephrine) devices
Epipen®
Anapen®

Other instructions

START ASTHMA FIRST AID

ascia ACTION PLAN FOR Anaphylaxis
ascia.org.au

Name: _____ Date of birth: _____
Confirmed allergy: _____
Family/emergency contacts:
1. _____ Mobile: _____
2. _____ Mobile: _____
Plan prepared by: _____ (doctor or nurse practitioner) who advises evaluation to be given, as consented by the patient or parent/guardian, according to this plan.
Signed: _____ Date: _____
Address: _____
This plan does not expire but review is recommended by 12/12/2024

How to give adrenaline (epinephrine) devices
Epipen®
Anapen®

MILD TO MODERATE ALLERGIC REACTIONS
SIGNS:
• Swelling of face, lips, eyes
• Hives or rash
• Itching mouth
• Abdominal pain, vomiting - these are signs of anaphylaxis for least allergy
• Itchy throat - not usually hot or
• Tiredness - not usually hot or
• Tiredness - not usually hot or
• Tiredness - not usually hot or

SIGNS OF ANAPHYLAXIS (SEVERE ALLERGIC REACTIONS)
Watch for ANY ONE of the following signs:
• Difficulty talking or hoarse voice
• Persistent dizziness or collapse
• Swelling of tongue
• Swelling or tightness in throat
• Faint or floppy young children

ACTIONS FOR ANAPHYLAXIS
1. LIE PERSON FLAT - do NOT allow them to stand or walk.
• If unconscious or pregnant, place in recovery position - on left side if pregnant
• If breathing is difficult allow them to sit with legs stretched
• Hold young children flat, not upright

2. GIVE ADRENALINE DEVICE
• Phone family/emergency contact
• Further adrenaline may be given if no response after 5 minutes
• Transfer person to hospital for at least 4 hours of observation
• If in doubt GIVE ADRENALINE DEVICE
• Commence CPR at any time if person is unresponsive and not breathing normally

3. ALWAYS GIVE ADRENALINE DEVICE FIRST and then asthma reliever puffer
If person with known asthma and allergy to food, insect or medication who may have been exposed to the allergen has **SECOND ONSET DIFFICULTY** (including wheezing, persistent cough or trouble swallowing) if there are no other symptoms.

4. ALWAYS GIVE ADRENALINE DEVICE FIRST and then asthma reliever puffer
If person with known asthma and allergy to food, insect or medication who may have been exposed to the allergen has **SECOND ONSET DIFFICULTY** (including wheezing, persistent cough or trouble swallowing) if there are no other symptoms.

ascia ACTION PLAN FOR Allergic Reactions
ascia.org.au

Name: _____ Date of birth: _____
Confirmed allergy: _____
Family/emergency contacts:
1. _____ Mobile: _____
2. _____ Mobile: _____
Plan prepared by: _____ (doctor or nurse practitioner) who advises evaluation to be given, as consented by the patient or parent/guardian, according to this plan.
Signed: _____ Date: _____
Address: _____
This plan does not expire but review is recommended by 12/12/2024

MILD TO MODERATE ALLERGIC REACTIONS
SIGNS:
• Swelling of face, lips, eyes
• Hives or rash
• Itching mouth
• Abdominal pain, vomiting - these are signs of anaphylaxis for least allergy
• Itchy throat - not usually hot or
• Tiredness - not usually hot or
• Tiredness - not usually hot or

SIGNS OF ANAPHYLAXIS (SEVERE ALLERGIC REACTIONS)
Watch for ANY ONE of the following signs:
• Difficulty talking or hoarse voice
• Persistent dizziness or collapse
• Swelling of tongue
• Swelling or tightness in throat
• Faint or floppy young children

ACTIONS FOR ANAPHYLAXIS
1. LIE PERSON FLAT - do NOT allow them to stand or walk.
• If unconscious or pregnant, place in recovery position - on left side if pregnant
• If breathing is difficult allow them to sit with legs stretched
• Hold young children flat, not upright

2. GIVE ADRENALINE DEVICE IF AVAILABLE
• Phone family/emergency contact
• Further adrenaline may be given if no response after 5 minutes
• Transfer person to hospital for at least 4 hours of observation
• If in doubt GIVE ADRENALINE DEVICE
• Commence CPR at any time if person is unresponsive and not breathing normally

3. ALWAYS GIVE ADRENALINE DEVICE FIRST and then asthma reliever puffer
If person with known asthma and allergy to food, insect or medication who may have been exposed to the allergen has **SECOND ONSET DIFFICULTY** (including wheezing, persistent cough or trouble swallowing) if there are no other symptoms.

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 Health & Safety and Hygiene policies 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.

We refer to the Staying Healthy: Preventing infectious diseases in early childhood education and care services guidelines in relation to minimising the risk of infectious diseases in our services, and keeping our environments clean and healthy. Staying Healthy is best practice advice to help education and care services make good decisions for children in their care. The advice aims to reduce the risk of serious infections and infectious diseases spreading through education and care services to the children's families, the workers and the community.

When we ask for a separate doctor's letter, we 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 and after outdoor or messy play. Washing hands well is the most effective way to prevent the transmission of disease and illnesses.

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.

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.

Occupational Health and Safety (OHS) Feedback

We welcome all feedback regarding health and safety within our services. If you see something that concerns you regarding safe work practices, the safety of building and equipment, or general OHS, please alert staff as soon as possible.

Medications

Prescribed and over the counter medication will only be administered to a child when written instructions from an authorised person, stated on the enrolment form, is recorded on the medication form. Medication must be in its original packaging, 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.

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 close when a Catastrophic fire danger rating day is forecast in our Bureau of Meteorology district 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 educational 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 safely. Adult assistance may be required on these days, all volunteers will require a current working with children check (WWCC). Volunteer WWCC are free to obtain by applying online. [CLICK HERE](#)

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, emails, hard copies in parent pockets and on our social media pages. Newsletters, updates and notices help keep you informed with service 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 authority 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, staff cannot be held responsible for any actions they take that are contrary to that Court 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 Court Order is complex in nature a risk assessment will be developed and signed 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.

Using the Service Safely

Never leave children unattended in cars this includes while collecting other children from our service.

Car parks are dangerous places for children. When arriving and leaving our service always hold children's hands

Never leave a door or gate open. Please close all gates and doors even if you have found them open. Children are not to climb gates to open/close them themselves.

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 in the kitchen and laundry areas unless they are under the supervision of an educator.

GLENELG SHIRE COUNCIL KINDERGARTEN SERVICES



Glenelg Shire Council operates six high quality kindergartens across the shire in Casterton, Dartmoor, Heywood & Portland.

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 additional 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 model allows children to build more friendships with a larger number of peers. 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 kindergarten programs delivered by Glenelg Shire Council are fully funded by the State Government.

We hope you and your child find our services to be a place where everyone feels happy, safe, supported 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.



Benefits of Kindergarten

Kindergarten starts at 3 years of age; it is a two year educational program before children start school based on the Victorian Early Years Learning and Development Framework. Kindergarten is delivered by qualified early childhood teachers and educators which encourage children to develop life long skills. Programs are designed to facilitate your child's learning and development through play to promote:

- social skills, like building friendships, learning listening skills and turn taking
- emotional skills like naming their emotions
- language, literacy and numeracy skills
- extending on children's experiences, interests and exposure to new ideas and concepts

Kindergarten programs are designed to achieve the best outcomes for each child. For more information on the Victorian Early Years Learning and Development Framework can be found here -

<https://www.education.vic.gov.au/Documents/childhood/providers/edcare/veylframework.pdf>

How old must my child be to attend kindergarten?

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

4 Year-old Kindergarten is available to children who turn four (4) before 30 April in the year they attend.

The Department of Education's calculator on 'When to start Three- and Four-year-old Kindergarten' is accessible via the following link:

<https://www.vic.gov.au/sending-child-kinder>



Is my child ready for Kindergarten?

Each child develops at their own rate, and although your child's age may make them eligible to start Kindergarten, other factors may impact on their readiness for kindergarten.

For children born between 1 January and 30 April, we encourage families to seek advice from an early childhood professional about the individual requirements for your child and which program would best suit your child, this can include a Kindergarten Teacher, Foundation Teacher, Maternal and Child Health Nurse or a Team Leader at Glenelg Shire Council by contacting 1300 453 635.

Once a child has had a funded year of 3-Year-Old kindergarten, they will then move onto 4-Year-Old kindergarten the next year and then onto school the following year, unless they have been recommended for a second year of 4-Year-Old kindergarten by an early childhood professional as the child has at least two areas of developmental delay.

If your child will turn 6 years of age (compulsory school age) before or while attending a funded 4-Year-Old kindergarten program your child must obtain an exemption from attending school. Parents/Guardians are responsible for seeking this exemption by applying to the Department of Education using an 'Exemption from school due to attendance in kindergarten program' form – [CLICK HERE](#)

Getting involved

How does Early Years Management operate?

Council are responsible for the following;

- act as the Licensee and ensure that Department of Education requirements are being fulfilled
- employ appropriately qualified teachers and educators
- work in partnership with each PAG/ Parent Committee, 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 advisory groups or committees. If you would like further information or to join one of these groups, talk to the kindergarten teacher or a current PAG/committee member.

Each Kindergarten Parent Advisory Group (PAG)/Committee 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

Settling Your Child into Kindergarten

Prior to your child's first day at kindergarten, the orientation process (December the year prior) and a background questionnaire to assist us to get to know you and your child will be offered. This is an opportunity for us to discuss your child's individual needs 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, the teachers and educators, and that it takes time and respectful connections to support children to feel comfortable, safe and secure. Our role as teachers and educators is to provide the children with a warm, nurturing environment where they can build supportive relationships.

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

Early Start Kindergarten

Early Start Kindergarten (ESK) gives eligible children 15 hours of kindergarten a week.

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
- known to Child Protection
- is from a refugee or asylum seeker background

Koorie Kids Shine

Koorie Kids Shine was launched by the Victorian Government to help promote participation by Aboriginal and/or Torres Strait Islander children in Kindergarten. Kindergartens work hard to create culturally safe places for Koorie children and families and include Aboriginal perspectives in the learning curriculum and environment.

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!**

FRUIT 1

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)

VEGETABLES 2

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:

- Hummus
- 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 CHEESE 3

- 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 ALTERNATIVE 4

- 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, bresaola, chicken)
- Boiled eggs
- Baked beans (canned)
- Tofu cubes
- Hummus 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 FOOD 5

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)

WATER 6

- 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.



*Check your school's policy on providing these items

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 contained 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
- informs families about their child's learning and development

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



GLENELG SHIRE COUNCIL LONG DAY CARE SERVICES



Glenelg Shire Council long day care programs provide developmentally appropriate programs based on the National Quality Framework and 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.

Further detailed information is provided in our various policies and procedures which are available for families to view at any time.

Our Services

Glenelg Shire Council offers long day care in Casterton, Dartmoor and Portland.

Our Programs

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.

Our council provide care and education programs 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. www.glenelg.vic.gov.au/Our-Services/Children-and-Families/Take-a-tour



Early Years Education - Program Information

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

The National Early Years Learning Framework (The 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 Early Years Programs to school. The Framework has an 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 provides early childhood professionals with a common language for describing outcomes for children and describes practice principles to guide early childhood professionals to work together, with children and with families to achieve the best outcomes for every child.

The Victorian Framework identifies:

- Five Early Years Learning and Development Outcomes for all children.
- 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.
- 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

Fees & Charges – Long Day Care

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 education and care, parents are asked to notify the service as soon as possible. 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 additional absences, supporting documentation may be required to claim CCS.

Withdrawal of Care Fees

Families wishing to withdraw their child/children from education and care are required to complete the termination of care form two weeks prior to ceasing the booking. Families can receive CCS for absences up to 7 days before a child's first and after a child's last physical attendance at the service, where a session of care would usually be provided. No CCS will be paid by Centrelink for any absences after the 7-day period.

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 Children's Services Accounts Team. 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.

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. 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 settling them with an educator, and then leaving.

At first, some children protest strongly to being at a service, while others may take a day or two to realise that you are leaving them, and begin to protest after several days. Children soon learn that you do return, and they are well cared for. Most children settle very well into education and care. Our team of educators are committed to supporting your child settle into the program. If you have any concerns or need reassurance that your child is okay, we encourage you to contact the service. There may be times 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. Please be reassured our staff will always call you if your child has not settled or is not settling.

What can you expect from our educators?

Educators will effectively communicate with families.

Educators will inform families promptly and sensitively of any out of the ordinary incidents affecting their child.

Educators will share with children's families some of the specific interactions they had with the children during the day through verbal communication and/or the Xap Guardian communication platform.

Educators will provide information on children's eating and sleeping patterns at the services through verbal communication.

A record will be kept of any family/educator joint decisions that affect your child's progress, interest and experience. These may include new milestones such as toilet training.

Please feel free to contact us at any time to discuss your child's progress, development, relationships, interests and experiences.

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.

The Daily Routine

Although the routines of each service, room and age group will vary, there are some aspects that remain the same. We endeavour 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 room will display their routine, making them available for parents to read and discuss with our educators. Our room routines are flexible and we adapt them 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 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. Your contribution of ideas, experiences and skills are welcomed and greatly valued. You may be able to share your skills and experiences in music, craft, storytelling etc. to enhance your child's program at the service.

Absence Notifications

Xap and email is preferred – instructions on how to notify absences via Xap are provided upon enrolment confirmation. All absences will be charged at full fee less any entitled CCS to maintain the child's booking. CCS can only be claimed for the first 42 days absence (for any reason). For additional absences, supporting documentation may be required to claim CCS.

Changes to permanent and casual bookings

Change to a current booking – Families requesting to make changes to their child's ongoing booking are required to provide notification in writing to the service by emailing childrenservicesenquiry@glenelg.vic.gov.au

Casual booking cancellations - 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 be charged at full fee less any entitled CCS (if applicable).

Waiting List

When our services have their full quota of enrolled children, children will be put onto a waiting list. Priority of Access will be applied and families will be contacted once a position becomes available. Priority of Access is a condition of approval and continued approval for Child Care Subsidy (CCS) purposes that services must comply with Family Assistance Law.

The Priority of Access Guidelines must be used by approved services to allocate available education and care places where there are more families requiring education and care than places available. When filling vacant places, a service must fill them according to the priorities.

Priority of Access

Priority 1: A child at risk of serious abuse or neglect

Priority 2: A child of a single parent or parents who satisfy the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'

Priority 3: Any other child.

Within these main categories, priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person

A child care service may require a Priority 3 child to vacate a place to make room for a child in a higher priority group. They can only do so if the parents are notified when their child first entered care that the service follows this policy and given at least 14 days notice of the need for their child to vacate.

Transitioning to Other Education and Care Rooms

As your child develops and grows endeavour to ensure we continue to provide them with the most appropriate program within the environment. Your child's environment allows for opportunities for them 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 children develop at different rates.. We aim to discuss with you the best environment for your child based on development, rather than their age.



Healthy Eating

The Karreeta Peeneeyt Mara Portland Child and Family Complex long day care program provides healthy meals for children 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, expiry dates 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.

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>Can serve with either:</p> <ul style="list-style-type: none"> • Hummus • 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>Tip:</p> <ul style="list-style-type: none"> • Freeze the night before to keep cool during the day <p>Can serve with either:</p> <ul style="list-style-type: none"> • Cheese cubes, sticks or slices • Cottage or ricotta cheese • Cream cheese • Tatziki dip <p>Can serve with either:</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, silver-side, chicken) • Boiled eggs • Baked beans (canned) • Tofu cubes • Hummus dip • Lean meat or chicken kebab sticks • Peanut butter* <p>Can serve with:</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 <p>Can serve with:</p> <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>Can serve with:</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>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.</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 • Crisps • 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>Tip:</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>  <p><i>*Check your school's policy regarding the use of nuts and products containing nuts.</i></p>

It is our aim to address complaints or concerns as they arise and arrive at a satisfactory outcome.

If you have any feedback, 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 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

South Western Victorian Region - Quality Assessment & Regulation Division

DET - Barwon South West Region PO Box 2086

GEE LONG 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

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

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

Privacy, Confidentiality and Permissions

Glenelg Shire Council have 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 & DATA ACT 2014. 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.

Key Contacts

Karen Meyrick

Team Leader Education and Care

Kate Lyons

Team Leader Integrated Early Years Services

Children's Services Team

Tel: 1300 453 635

Email: childrenservicesenquiry@glenelg.vic.gov.au

Fee or Account Enquiries Children's Services Accounts Team Tel: (03) 5522 2515

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.

