

CHILDREN'S SERVICES LONG DAY CARE

HANDBOOK



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, 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

The 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.

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 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.

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.

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 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.

www.glenelg.vic.gov.au/Our-Services/Children-and-Families/Take-a-tour



GLENELG SHIRE

Glenelg Shire Council
Children's Services

PO Box 152
PORTLAND VIC 3305

Telephone 1300 453 635

Email
childrenservicesenquiry@
glenelg.vic.gov.au

www.glenelg.vic.gov.au

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 Long Day Care.

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.



Australian Government
Services Australia



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 Polio	Hexaxim
		Pneumococcal	Prevenar 13
		Rotavirus	Rotarix
4 months	30 Nov 2017	Diphtheria Tetanus Pertussis Hib Hepatitis B Polio	Hexaxim
		Pneumococcal	Prevenar 13
		Rotavirus	Rotarix
6 months	30 Jan 2018	Diphtheria Tetanus Pertussis Hib Hepatitis B Polio	Hexaxim
12 months	30 Jul 2018	Measles Mumps Rubella	MMR II
		Meningococcal ACWY	Nimenrix
		Pneumococcal	Prevenar 13
18 months	30 Jan 2019	Hib	Hiberix
		Diphtheria Tetanus Pertussis	Infanrix
		Measles Mumps Rubella Varicella	Priorix-Tetra
		Diphtheria Tetanus Pertussis Polio	Infanrix IPV
4 years	30 Jul 2021	Diphtheria Tetanus Pertussis Polio	Infanrix IPV
Next NIP immunisation/s due			Date due
No vaccines due.			
Notes/s			
This individual has received all vaccines required under the National Immunisation Program childhood schedule.			

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

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

- call the AIR on 1800 653 809
- 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>

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 a 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

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.

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 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.



Closure Dates

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 is closed during the Victorian School Holidays.



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 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 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.

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>

Our Services



The Kathleen Millikan Centre (KMC) is an integrated early learning centre, located in Casterton, Victoria.

Centre Hours		Centre Services
Open Monday to Friday	• 7:45am – 5.45 pm	• Long day care
Morning session	• 7:45am – 12:45pm	• Kindergarten
Afternoon session	• 12:45pm – 5.45pm	• Before and after Kindergarten care
All day session	• 7:45am – 5.45 pm	• Casual Care

Our Philosophy can be viewed here - <https://www.glenelg.vic.gov.au/Our-Services/Children-and-Families/Long-Day-Care/Kathleen-Millikan-Centre>

Take a virtual tour here - <https://www.youtube.com/watch?v=RR6duldpn4>



Our Services



Karreeta Peeneeyt Mara - Portland Child and Family Complex (KPM PC&FC) is a purpose-built integrated child and family services facility.

Centre Hours		Centre Services
Open Monday to Friday	• 7:30 am – 6.00 pm	• Long day care
Morning session	• 7:30 am – 1.00 pm	• Kindergarten
Afternoon session	• 1.00 pm – 6.00 pm	• Before and after Kindergarten care
All day session	• 7:30 am – 6.00 pm	• Casual Care

Our Philosophy is viewable here - <https://www.glenelg.vic.gov.au/Our-Services/Children-and-Families/Long-Day-Care/Karreeta-Peeneeyt-Mara-Portland-Child-and-Family-Complex>

Take a virtual tour here - <https://www.youtube.com/watch?v=LPQ50OUB-m0>



Our Services



Dartmoor Children's Centre provides a high-quality long daycare and kindergarten program to the children and their families within the Dartmoor and surrounding community. Dartmoor Children's Centre is located in a rural setting with large spacious outdoor learning environments.

Centre Hours		Centre Services
Tuesday/ Wednesday Session	• 9:00 am – 2:00 pm	• Long day care
Thursday All day Session	• 9:00 am – 5:00 pm	• Kindergarten
Thursday After Kindergarten Care	• 2.00 pm – 5.00 pm	• After Kindergarten care (Thursday only) • Casual Care

Our Philosophy can be viewed here - <https://www.glenelg.vic.gov.au/Our-Services/Children-and-Families/Long-Day-Care/Dartmoor-Childrens-Centre>

Take a virtual tour here- https://www.youtube.com/watch?v=R_12U0KWOk8

General Information

Our Staff and Services

Families are involved in their child's education and encourage you to contact the service if you would like to contribute to the program through interaction, support and participation in activities.

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 rigorous 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 VIT Registration. Staff maintain up-to-date qualifications including First Aid.

What can you expect from our educators?

- Educators will make efforts to communicate effectively 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.

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 bag with your child's name, that contains the following (as relevant):



Backpack



Gum Boots



Drink Bottle



Beanie



Comforter



Labelled Hat



Jacket



**Change of Clothes
(labelled)**



**Daily Supply of Bottles
(Breast Milk or Formula)**



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 labeled. Lost property that has been found will be available for parent collection in your child's room. Parent cooperation in labeling items assists the centre 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.

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 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, cooking, storytelling etc. to enhance your child's program at the service.

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.



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, 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.

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. For more information on absences, please visit

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care>



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.

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.

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 still 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 Care Rooms

As your child develops and grows endeavor 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 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 shown an authenticated Court Order, they cannot hold staff responsible for any actions taken by staff members that are contrary to that Order.

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

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

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

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

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

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

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

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 (with a sticker from the Chemist), be in date and handed to a staff member on arrival at the service.

Early Years Immunisation

A copy of your child's 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, or
- is on a recognised catch-up schedule if their child has fallen behind with their vaccinations or
- 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)

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.

Information for Medical and Allergy Plans

Glenelg Shire Council has policies in place for allergies, anaphylaxis, asthma and other medical conditions.

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

Allergies (that don't require an EpiPen)

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

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

ascia **ACTION PLAN FOR Allergic Reactions**

Name: _____ Date of birth: (DD / MM / YYYY) _____

Confirmed allergen(s): _____

Family/emergency contact(s):
1. _____ Mobile: _____
2. _____ Mobile: _____

Plan prepared by: _____ (doctor or nurse practitioner) who authorised medications to be given, as consented by the parent/guardian, according to this plan.
Signed: _____ Date: (DD / MM / YYYY) _____

How to give adrenaline (epinephrine) injectors

EpiPen®
1. Form fast around top of arm and pull OFF BLUE SAFETY RELEASE
2. Hold top and PLACE NEEDLE END against outer mid thigh (side or without clothing)
3. Push GREEN BUTTON until a click is heard and hold in place for 5 seconds
Anapen® is packed in a blister. Remove the cap and use the syringe to draw up the dose. Anapen® 100 mg for children over 10kg. Anapen® 500 mg for children over 10kg and adults.

Anapen®
1. PULL OFF BLACK NEEDLE COVER
2. PULL OFF GREY SAFETY CAP from red button
3. PLACE NEEDLE END against outer mid thigh (side or without clothing)
4. PRESS RED BUTTON as it clicks and hold for 5 seconds
REMOVE ANAPEN®

Signs of mild to moderate allergic reaction
• Swelling of lips, face, neck
• Itching mouth
• Swollen, watery, red, itchy eyes
• Rash or hives (red, raised, itchy spots or welts)
• Difficulty breathing

Action for mild to moderate allergic reaction
• The insect allergy: stop eating it!
• The food allergy: vomit washed into or down the throat and stop eating it!
• Stop with person and call for help.
• Give antihistamine if available.
• Phone family/emergency contact.
• Phone allergy specialist.

Watch for any one of the following signs of anaphylaxis (severe allergic reaction)
• Difficulty or noisy breathing
• Swelling of tongue
• Swelling or tightness in throat
• Wheeze or persistent cough

Action for anaphylaxis
1. Lay person flat - do NOT allow them to stand or walk.
2. Give adrenaline injector FIRST if available.
3. Phone family/emergency contact.
4. Phone ambulance - 000 (AU) or 111 (NZ).
5. Transfer person to hospital for at least 4 hours of observation.
6. If in doubt, give adrenaline injector.
7. ALWAYS GIVE ADRENALINE INJECTOR FIRST if available.
8. If unconscious or pregnant, place in recovery position - on left side if pregnant.
9. If breathing is difficult allow them to sit with legs stretched out.
10. Hold young children flat, not upright.

Signs of anaphylaxis (severe allergic reaction)
• Difficulty or noisy breathing
• Swelling of tongue
• Swelling or tightness in throat
• Wheeze or persistent cough

Actions for anaphylaxis
1. LAY PERSON FLAT - do NOT allow them to stand or walk.
2. Give adrenaline injector FIRST if available.
3. Phone family/emergency contact.
4. Phone ambulance - 000 (AU) or 111 (NZ).
5. Transfer person to hospital for at least 4 hours of observation.
6. If in doubt, give adrenaline injector.
7. ALWAYS GIVE ADRENALINE INJECTOR FIRST if available.
8. If unconscious or pregnant, place in recovery position - on left side if pregnant.
9. If breathing is difficult allow them to sit with legs stretched out.
10. Hold young children flat, not upright.

Anaphylaxis (Allergies that require an epipen)

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

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

ascia **ACTION PLAN FOR Anaphylaxis**

Name: _____ Date of birth: (DD / MM / YYYY) _____

Confirmed allergen(s): _____

Family/emergency contact(s):
1. _____ Mobile: _____
2. _____ Mobile: _____

Plan prepared by: _____ (doctor or nurse practitioner) who authorised medications to be given, as consented by the parent/guardian, according to this plan.
Signed: _____ Date: (DD / MM / YYYY) _____

How to give adrenaline (epinephrine) injectors

EpiPen®
1. Form fast around top of arm and pull OFF BLUE SAFETY RELEASE
2. Hold top and PLACE NEEDLE END against outer mid thigh (side or without clothing)
3. Push GREEN BUTTON until a click is heard and hold in place for 5 seconds
Anapen® is packed in a blister. Remove the cap and use the syringe to draw up the dose. Anapen® 100 mg for children over 10kg. Anapen® 500 mg for children over 10kg and adults.

Anapen®
1. PULL OFF BLACK NEEDLE COVER
2. PULL OFF GREY SAFETY CAP from red button
3. PLACE NEEDLE END against outer mid thigh (side or without clothing)
4. PRESS RED BUTTON as it clicks and hold for 5 seconds
REMOVE ANAPEN®

Signs of mild to moderate allergic reaction
• Swelling of lips, face, neck
• Itching mouth
• Swollen, watery, red, itchy eyes
• Rash or hives (red, raised, itchy spots or welts)
• Difficulty breathing

Action for mild to moderate allergic reaction
• The insect allergy: stop eating it!
• The food allergy: vomit washed into or down the throat and stop eating it!
• Stop with person and call for help.
• Give antihistamine if available.
• Phone family/emergency contact.
• Phone allergy specialist.

Signs of anaphylaxis (severe allergic reaction)
• Difficulty or noisy breathing
• Swelling of tongue
• Swelling or tightness in throat
• Wheeze or persistent cough

Actions for anaphylaxis
1. Lay person flat - do NOT allow them to stand or walk.
2. Give adrenaline injector FIRST if available.
3. Phone family/emergency contact.
4. Phone ambulance - 000 (AU) or 111 (NZ).
5. Transfer person to hospital for at least 4 hours of observation.
6. If in doubt, give adrenaline injector.
7. ALWAYS GIVE ADRENALINE INJECTOR FIRST if available.
8. If unconscious or pregnant, place in recovery position - on left side if pregnant.
9. If breathing is difficult allow them to sit with legs stretched out.
10. Hold young children flat, not upright.

Asthma

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

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

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 complete the required documentation at the service if you need to update or remove details from your enrolment form prior to commencement or during the year.

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 (minimum quarterly). Smoke detectors and fire extinguishers are routinely checked and serviced. In the first instance, we use Xap to communicate emergency situations.

Excursions, Events and Incursions

Excursions and visitors to the service are an important part of the education and care programs. 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 may be required on these days, all parent helpers will be required to provide a current working with children check (WWCC) prior to the excursion.

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. 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
FRESH FRUIT <ul style="list-style-type: none">• Apple• Banana• Mandarin• Orange quarters• Passionfruit halves (with spoon)• Watermelon, honeydew, rockmelon chunks• Grapes• Plums• Nectarines, peaches, Apricots• Strawberries• Cherries• Kiwifruit halves (with spoon)• Pear MIXED FRUIT <ul style="list-style-type: none">• Fruit salad• Fruit kebabs DRIED FRUIT <ul style="list-style-type: none">• Dried fruit, nut, popcorn mixes* TINNED FRUIT/SNACK PACKS/CUPS <ul style="list-style-type: none">• In natural juice (not syrup)	FRESH CRUNCHY VEGIES <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 Can serve with either: <ul style="list-style-type: none">• Hummus• Tomato salsa• Tatziki• Beetroot dip• Natural yoghurt SALADS <ul style="list-style-type: none">• Coleslaw and potato salad (reduced fat dressing)• Mexican bean, tomato, lettuce and cheese salad• Pesto pasta salad* BAKED ITEMS <ul style="list-style-type: none">• Grilled or roasted vegetables• Wholemeal vegetable muffins or scones• Vegetable slice (with grated zucchini and carrot)• Popcorn SOUP (in small thermos) <ul style="list-style-type: none">• Pumpkin soup• Potato and leek soup• Chicken and corn soup	Milk <ul style="list-style-type: none">• Calcium-enriched soy and other plant-based milks• Yoghurt (frozen overnight)• Custard Tip: <ul style="list-style-type: none">• Freeze the night before to keep cool during the day Can serve with either: <ul style="list-style-type: none">• Cheese cubes, sticks or slices• Cottage or ricotta cheese• Cream cheese• Tatziki dip Can serve with either: <ul style="list-style-type: none">• Fruit• Wholegrain cereal, low in sugar• Vegetable sticks• Rice and corn cakes• Wholegrain wheat crackers	Tinned tuna or salmon in springwater <ul style="list-style-type: none">• 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• Hummus dip• Lean meat or chicken kebab sticks• Peanut butter* Can serve with: <ul style="list-style-type: none">• Wholegrain sandwich, roll, pita or wrap bread with salad• Rice and corn cakes• Wholegrain wheat crackers• Side salad Vegetable frittata <ul style="list-style-type: none">• Skinless chicken drumsticks• Savoury muffins or scones (e.g. lean ham, cheese and shalots)• Homemade pizzas with lean roast or deli meats and vegetables Can serve with: <ul style="list-style-type: none">• Side salad• Steamed or roasted vegetables	MAINS <ul style="list-style-type: none">• Wraps• Sandwiches• Rolls• Toasted sandwiches Tip: <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• Rice, quinoa or cous cous dishes• Noodle dishes• Sushi SAVORY BAKED ITEMS <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 SWEET BAKED ITEMS <ul style="list-style-type: none">• Fruit loaf• Wholemeal fruit based muffins SNACKS <ul style="list-style-type: none">• High fibre, low sugar cereal (e.g. muesli)• English muffins• Crackers• Crisps/cakes• 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) Tip: <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
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 & 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

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 (Kindergartens)

Toni Jackson

Senior Educator

Kathleen Millikan Centre

Rebecca Greening and Sarah Garner

Senior Educator

Karreeta Peeneeyt Mara - Portland Child and Family Complex

General Enquiries

For Enrolment and Administrative enquiries please contact -

Tel: 1300 453 635

Email: childrenservicesenquiry@glenelg.vic.gov.au

Fee or Account Enquiries

For any enquiries regarding fees or accounts please contact:

Children's Services Accounts Team

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.

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