



Information Package

Family and Children's Services

2025



CORANGAMITE
SHIRE



Visit corangamite.vic.gov.au/FCS for more information about our services



Welcome

Welcome to Corangamite Shire Family and Children's Services Programs!

Our team looks forward to getting to know you, your children and family.

We hope the information in this booklet helps explain how our services work and the important role you and your family play in supporting your child to have a positive experience.

Please feel free to contact our office at any time if you have concerns or ideas you would like to share. Your feedback is welcome and vital in helping us provide a quality and responsive service.

Acknowledgement of Country

Corangamite Shire Council acknowledges and pays our respects to the Eastern Maar and Wadawurrung peoples, as the Traditional Owners of the Lands on which we work, live and play. We also acknowledge their Elders, past and present, and recognise their ongoing cultural, spiritual and educational practices.



Child Safety Statement of Commitment

Corangamite Shire Family and Children's Services is committed to child safety.

We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers.

We are committed to the safety, participation and empowerment of all children.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

Corangamite Shire Family and Children's Service's is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.

Corangamite Shire Council has robust human resources and recruitment practices for all staff and volunteers.

Corangamite Shire Council is committed to regularly training and educating our staff and volunteers on child abuse risks.

We support and respect all children, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We have specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments.

If you believe a child is at immediate risk of abuse phone 000.

Early Learning Programs

Our Early Learning programs are play based and offer a balance of spontaneous, adult initiated and child led learning. Our programs comply with and are guided by the approved Early Years Learning Framework for Australia and Victorian Early Years Learning and Development Framework (VEYLDF)

The National Quality Framework (NQF) is a national legislative framework established through law and consists of:

- Education and Care Services National Law Act 2010 (National Law)
- Education and Care Services National Regulations 2011 (National Regulations)
- National Quality Standards (NQS)
- A quality assessment and rating system
- A regulatory authority (Department of Education, Victoria)
- Australian Children's Education and Care Quality Authority (ACECQA)
- Some services work within the Victorian Children's Services Act (1996) and Regulations.

The National Quality Standard is divided into seven Quality Areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and leadership

All documents relating to educational services are accessible at each venue.



We use the Kinder Tick because we're an approved provider of a Victorian Government funded kindergarten program. That means our service delivers a play-based learning program, led by a qualified early childhood teacher.

Welcome to our service

Families are welcome at all times. However, from time to time, we are required to follow specific State or Commonwealth guidelines that may limit visitors into services. We will always communicate these times to families. Currently, our services follow our organisational Covid Safe Plan and families continue to be welcome at this time.

Staff value and respect families and recognise they know their children best – their interests, strengths and needs. Families and extended family members are their children's first and most important educators.

We look forward to you being involved in whatever way you feel most comfortable.

This can include:

- Participating in sessions
- Special events
- Sharing special skills with the children such as gardening, woodwork, music, cooking
- Excursions and service events
- Joining Parent Advisory Groups
- Sharing celebrations

What does my child need to bring?



- Named bag big enough for belongings
- Named water bottle
- Named sun hat (broad brimmed or legionaries) required for outdoor play when UV is above 3
- Named sunscreen if your child has particular sensitivities (pharmacy label with child's full name and DOB)
- Warm clothes and a coat for the colder months
- Complete set of spare clothes (please clearly label all clothes with your child's full name)
- 3 - 4 nappies per day
- Lunch
- Snacks

What to wear?

Play is an essential part of the educational program so please ensure that your child is dressed appropriately for the weather and in clothes that are suitable for indoor and outdoor experiences. All services provide art smocks for messy play experiences, however we cannot guarantee that your child will not come home dirty.

- Wear clothes that are weather appropriate and suitable for play and independence
- Closed toe shoes, runners or sturdy shoes. Gumboots are recommended for wetter months
- Uniforms are available for purchase from kindergarten Parent Advisory Groups – please speak to your child's kindergarten teacher for more information

For younger children

- Bottles and/or baby foods
- Any comfort item your child needs
- Nappies (3-4)

Orientation

[Virtual tours](#) and orientations are great opportunities to provide children with a positive first experience at the service. By preparing your child, you are both far more likely to enjoy the experience - your child, because they know a little of what to expect, and you, because your child will be more settled.

Tips for preparing your child

- It's important to talk to your child about the new experiences they are about to have. When left for the first time, your child should be reassured that the parent/carer will be returning at a certain time, for example, after morning playtime or lunch or afternoon sleep time.
- In partnership with your educator, you can make arrangements for individual needs such as extra orientation sessions.

- If your child has never been away from you/parent/carer before, you could organise a few playtimes with family or at a friend's house.
- Acknowledge how your child is feeling and reassure them you will return.
- Saying goodbye as you leave builds trust.
- Please be on time to collect your child.
- Check with educators about how your child is going at any time.
- Become familiar with the educators and use their names often in your conversations with your child.
- If you need more time to speak with educators a separate time can be arranged.

Service operations

Service operating times, days, hours and closure days are displayed at each venue and on our website. The hours offered by each service depends on staffing, child educator ratios and the regulations and model under which the service operates. This information can also be found on Kinderloop, our secure, free to download, communications app.

Fees, payments and subsidies

From 2023 all Victorian children are able to access 2 years of free kindergarten in an approved service.

Approved childcare services pass on the Australian Government Child Care Subsidy to families as a reduction in their child care fees.

Council does not have control over this aspect of fees, so families are reminded to complete this process to ensure that they have a current assessment for Child Care Subsidy. You can complete the assessment for Child Care Subsidy using your Centrelink online account through MyGov.

Current fee schedules are available on our website for [Mobile Child Care](#) / Long Day Care, [Family Day Care](#) and After Kinder Care.

Early Start Kindergarten

Early Start Kindergarten attracts additional funding and priority of access in our kindergarten programs for eligible families. Please contact the Family and Children's Services Team for further information on eligibility criteria.

Waiting list

Waiting lists are established when the need for education and care is greater than the number of places available. Families will be contacted when a position becomes available. For more information please read the [Enrolment and Orientation Policy](#) available on the Corangamite Shire website.

Communication

The Family & Children's Services Team use a variety of methods to share information with families:

- [Kinderloop](#)
- Online messages
- Facebook updates
- Emails
- Telephone and text messages.

Please like and follow [Corangamite Shire Family and Children's Services](#). 

Kinderloop

Kinderloop is a cloud based app our Education and Care Services use for secure communication, program planning, assessment and documentation. One of the excellent aspects of the app is that it provides a secure and accessible platform for communication between services and families and real time opportunities for families to be involved in their child's education and care program.

Link to app here: [Android](#) | [Apple](#)

Information about your child

Please keep us up to date with current information such as change of address, medical conditions or telephone numbers. If there is an emergency, it is vital that you or your nominated emergency person can be contacted. It is a regulatory requirement that a copy of any Court Orders relevant to the custody, care and protection of your child are provided to the Family & Children's Services Team.

Images and videos

[Learn more here.](#)

Our service follows the National Model Code for Taking Images or Videos of Children. This includes the use of only service-issued devices, and strict controls for storage and retention of images of children. We kindly ask parents to avoid using mobile phones inside the service or during excursions.

Arrival and departure

Please let us know by phone or Kinderloop if your child will be absent, if you are running early or late for pickup, or if you have arranged for someone else who is not listed on the enrolment documents, to collect your child. Only people authorised by you will be permitted to collect your child from the service.

Please avoid using your mobile phone when dropping off or picking up your children for meaningful goodbyes and greetings. If you need to make or take a call please step outside or ask a staff member if there is a private space you can use.

Electronic PIN

Our services have an electronic PIN for entrance to the centre. This PIN is sent to parents/guardians prior to commencement and must not be shared.

Sun protection

Services are SunSmart accredited. All children are required to wear a broad brim protective sun hat or legionnaire's hat when the UV is above 3.

Children are encouraged to use available areas of shade for outdoor play activity. Families and children are encouraged to provide and wear loose fitting clothing that covers as much skin as possible.

Please assist your child to apply sunscreen before or on arrival at the service. Sunscreen is available at all services.

General health

When children are unwell they recover more quickly when they are at home. If your child is experiencing any illness, please keep them at home. If your child is unwell upon arrival, you will be asked to take them home.

Some conditions require periods of exclusion from the service. For gastroenteritis, a window of 48 hours of being non-symptomatic is required before children or staff can return to the service.

If your child becomes unwell while in attendance, we will give you a call and ask that you come and collect your child. In an emergency an ambulance will be called. Please ensure all contact details are kept up to date.

Ongoing medical conditions

For conditions that require ongoing care such as asthma, anaphylaxis or any ongoing medical condition, a Medical Management Plan must be completed and signed by your child's doctor to make sure that your child gets the correct care in the event of symptoms occurring during a session. The teacher/educator is required to complete a Risk Minimisation and Communication Plan in consultation with you and they will arrange a meeting to discuss the individual care requirements of your child with you before they start at the service.

Medication

It is important you notify staff if your child needs medications. An educator will help you to complete a medication request via the Kinderloop app. Please complete all the information on the form. For medication to be administered while your child is attending an Education and Care Program, the medication must:

- Chemist label with child's full name and DOB.
- be in date
- be contained in the original container with clearly labelled directions for administration.

No medication will be given unless this procedure has been followed. Never leave medication in your child's bag, always give it to a teacher/educator/person in charge for safe keeping. This includes all over the counter medications, sunscreen or nappy cream.

Accident/Injury

While our staff take every precaution to ensure the health and safety of your child, there may be times where an accident or injury occurs while in care. All of our staff have current first aid training including CPR, Anaphylaxis and Asthma. In the case of an injury or accident occurring to your child, staff will perform appropriate first aid and call for an Ambulance if required. Following any accident or injury, staff will fill in an accident/injury/incident report outlining the details and forward a copy onto you. In many cases they will give you a call and let you know what has happened. You will be asked to view the form and sign it to return to the educators. These forms are sent via our Kinderloop platform.

In the event of a serious accident or illness, educators/teachers will immediately seek urgent medical attention via 000 and you will be notified as soon as practicable

COVID Regulations

All of Corangamite Shire Family and Children's Services follow current COVID 19 Guidelines. This may be subject to change as advised by State or Commonwealth Governments.

HYGIENE

All teachers and educators encourage children to develop autonomy with regards to personal hygiene with support from our Educators:

- Hand-washing is modelled
- Hand-washing is done after toileting, before eating, after messy play, outdoor play and handling animals
- Social hygiene is modelled in relation to coughing and sneezing (such as coughing an sneezing into elbows, having access to tissues and washing hands)
- Each child has their own drink bottles which are clearly labelled with their name
- All tables are washed before and after eating following recommendations set out in Staying Healthy in Child Care.
- NO JAB NO PLAY

No Jab No Play

The No Jab No Play legislation (Victorian Department of Health) requires parents/ carers to provide evidence that their child has received all the vaccines they need and can confirm enrollment in a service. Following enrollment, parents are required to keep the evidence up to date with the service. The immunisation history statement from the Australian Immunisation Register is the only document accepted. Letters from GPs or local councils are not accepted. For more information, visit the Australian Services Australia or a Centrelink or Medicare Service Centre.

Concerns, complaints and compliments

Feedback is important to us. Complaints regarding any aspect of your child's Education and Care Service experience should be dealt with in the first instance by approaching the educator/teacher to discuss the matter.

In the event the teacher/educator is unable to help you, or you do not feel comfortable discussing the concern with your child's teacher, you may contact the Corangamite Shire Education and Care Coordinator or complete the online feedback form at corangamite.vic.gov.au/feedback

Smoke, vape and alcohol free

We have Tobacco, Alcohol, and other Drugs policies that apply to all Education and Care Services; buildings and grounds. Smoking, vaping, alcohol and other drug use, is banned on the grounds of, and within four metres of the service entrance.

Days of extreme heat

On days of extreme heat the service will remain open. Staff will monitor the wellbeing of children and early collection may be requested.

Catastrophic Days

Services identified on the Bush Fire at Risk Register or Category 4 services will not provide education and care on declared Catastrophic Days. Families will be given as much notice as possible. The following services have been identified on the Bush Fire at Risk Register:

- Port Campbell Child Care
- Ecklin Child Care
- Glenormiston Child Care
- Simpson Kindergarten
- Timboon Kindergarten

The following services have been identified as Category 4:

- Terang Children's Centre
- Western Plains Preschool (Derrinallum and Lismore)
- Skipton kindergarten/childcare

Smile4Miles

All of our services are part of the Smiles4Miles program and encourage healthy eating. We ask that you pack a healthy lunch and snacks for your child to bring to the service, with enough food to get them through their day. Please note, that children often eat a bit more when they are busy, so it is a good idea to pack a little more than you think they might need.

Some lunch box ideas include:

- Fruit
- Vegetable sticks with dip/hummus
- Nut/oat bar
- Banana bread
- Yoghurt
- Meat/salad sandwich, roll or wrap
- Savoury muffins
- Cheese and crackers

Please note that sometimes there are children/educators in a service with allergies to foods. You will be informed if this is the case for your child's service. We ask that you do not send these foods with your child if you are in one of these services

Celebrations/special events

Special events provide a great learning and socialising opportunity for children. We welcome families sharing in significant events and celebrations with us. We are constantly innovating to ensure families can participate in a variety of ways.

Specialist support

Our services are able to access many early childhood specialists and educational supports to provide help and guidance to families. Please speak with the teacher/educator about what services may be available to support your child.

Nature Play/Connection to Country

Natural play spaces foster children's connection to their world. The outdoors extends learning possibilities for children as they seek out and accept new challenges and interact with what the natural environment offers. Each setting takes a place-based approach to nature play and individualised information will be provided at your Service. Learn more about Bush Kinder in our guidelines.

Payments to third parties

At our services, we sometimes hire outside services like photographers or the parent group may organise a fundraiser for items like commemorative tea towels and picture plates.

How to pay:

All activities which require a contribution from families are voluntary and there is no expectation of your participation. We will let families know in advance if there are any upcoming activities which you can opt in for. Please note, our educators cannot handle cash and payments must be made directly with the operator.

Applying for grants

If you become aware of a grant that you think may assist to enhance our education and care programs please let the Parent Advisory Group or service Coordinator know.

Grant process:

Identification: a grant is identified that matches the services educational goals and plan.

Approval: any grant application on behalf of or involving a service must seek approval from the service Coordinator before advancing their application. Permission of the facility owner or Committee of Management is often also required.

Application: After approval, the grant is either developed by our Coordination team or by the Parent Advisory Group.

Policies

The following policies apply to our [Family & Children's Services](#) programs and are available on the Council website under an integrated [policy section](#):

- Administration of First Aid – Incident, Injury, Trauma, Illness, and Infectious Disease
- Authorisations - Acceptance and Refusal
- Catastrophic Fire Danger Days
- Child Safe
- Child Safety and Wellbeing is Promoted by the Environment
- Code of Conduct
- Complaints and Grievances
- Dealing with Medication and Medical Conditions – including Asthma, Anaphylaxis, and chronic conditions
- Delivery and Collection of Children
- Determining responsible person present

- Emergency Management
- Enrolment and Orientation including CRES
- Excursions and Service Events
- Fees Governance, Management, Confidentiality of Records and Privacy
- Interactions with Children
- Nutrition and Oral Health
- Participation of Volunteers and Students on Practicum Placement
- Personal Electronic Devices
- Sleep and Relaxation
- SunSmart - Sun Protection
- Tobacco, Alcohol, and other Drugs
- Transportation and Safe Arrival of Children
- Water Safety

2025 service details

Venue / contact details	Type of service	Day/s of operation	Time/s
Glenormiston South Public Hall 1 Kenna's Lane, Glenormiston M: 0428 380 678	Child Care	Tuesday	10 am-3 pm
Port Campbell Recreation Reserve Desaily Street, Port Campbell M: 0428 380 678	Child Care	Thursday & Friday	10 am-3 pm
Ecklin Public Hall Terang-Ecklin Road, Ecklin South M: 0407 818 506	Child Care	Thursday & Friday	10 am-3 pm
Skipton Kindergarten 8 Montgomery Street, Skipton Ph: 5340 2208 M: 0448 481 261	Kindergarten	Tuesday, Wednesday & Thursday	8:45 am-1:45 pm
	Child Care	Monday Friday	9 am-3:30 pm 9 am-3:30 pm
Lismore Preschool (Western Plains) 57 Williams Street, Lismore Ph: 5596 2221 M: 0447 219 127 (Kindergarten) M: 0427 813 772 (Mobile Child Care)	Kindergarten	Term 3 & 4 2025 Tuesday, Thursday & Friday	8:30 am-1:30 pm
	Child Care	Term 1 & 2 2025 Monday, Wednesday & Thursday	9 am-4:30 pm
Derrinallum Preschool (Western Plains) 7 Robertson Street, Derrinallum Ph: 5597 6694 M: 0447 219 127 (Kindergarten) M: 0427 813 772 (Mobile Child Care)	Kindergarten	Term 1 & 2 2025 Tuesday, Thursday & Friday	8:30 am-1:30 pm
	Child Care	Term 3 & 4 Monday, Wednesday & Thursday	9 am-4:30 pm
Timboon & District Kindergarten 1 Wark Street, Timboon Ph: 5598 3248 M: 0419 842 203	Kindergarten Kiri Room		
	Blue Group	Monday, Tuesday & Thursday	8:45 am-1:45 pm
	Green Group	Monday, Thursday & Friday	8:45 am-1:45 pm
	Pink Group	Tuesday, Wednesday & Friday	8:45 am-1:45 pm
	Yellow Group	Tuesday, Wednesday & Thursday	8:45 am-1:45 pm
	Grey Group	Monday, Wednesday & Friday	8:45 am-1:45 pm
	Koorramook Room		
	Red Group	Monday, Wednesday & Friday	9 am-2 pm
	Purple Group	Monday, Tuesday & Friday	9 am-2 pm
	Gold Group	Tuesday, Wednesday & Thursday	9 am-2 pm
Blue Group	Wednesday, Thursday & Friday	9 am-2 pm	
Brown Group	Monday, Tuesday & Thursday	9 am-2 pm	
After Kinder Care	Monday-Friday	1:45 pm-5:30 pm	
Cobden & District Kindergarten 3 Victoria Street, Cobden Ph: 5595 1373 M: 0418 943 450	Kindergarten Minkgill Group	Monday, Tuesday & Thursday	9 am-2 pm
	Nganong Group	Tuesday, Wednesday & Friday	9 am-2 pm

Terang Children's Centre 62 Dow Street, Terang Ph: 5592 1383 M: 0447 430 940	Kindergarten Koorramook Room		
	Blue Group	Monday, Tuesday & Thursday	8:45 am-1:45 pm
	Gold Group	Monday, Tuesday & Wednesday	8:45 am-1:45 pm
	Green Group	Monday, Wednesday & Thursday	8:45 am-1:45 pm
	Yellow Group	Tuesday, Wednesday & Thursday	8:45 am-1:45 pm
	Weengkeel Room		
	Brown Group	Monday, Tuesday & Thursday	9 am-2 pm
	Red Group	Monday, Wednesday & Friday	9 am-2 pm
	Blue Group	Monday, Thursday & Friday	9 am-2 pm
	Pink Group	Tuesday, Wednesday & Thursday	9 am-2 pm
Purple Group	Tuesday, Wednesday & Friday	9 am-2 pm	
After Kinder Care	Monday-Thursday	1:45 pm-5:30 pm	
Simpson & District Kindergarten Barramul Street, Simpson Ph: 5594 3401 M: 0409 761 542	Kindergarten	Tuesday, Thursday & Friday	10:15 am-3:15 pm
	Childcare	Monday-Friday	8 am-5 pm
McNicol Street Childcare 6 McNicol Street, Camperdown M: 0477 666 237	Childcare	Monday-Friday	8 am-5 pm

Term dates 2025			
Period	Start	Finish	Length
Term 1	Tuesday 28 January 2025	Friday 4 April 2025	9 weeks
School Holidays	Saturday 5 April 2025	Monday 21 April 2025	
Term 2	Tuesday 22 April 2025	Friday 4 July 2025	11 weeks
School Holidays	Saturday 5 July 2025	Sunday 20 July 2025	
Term 3	Monday 21 July 2025	Friday 19 September 2025	9 weeks
School Holidays	Saturday 20 September 2025	Sunday 5 October 2025	
Term 4	Monday 6 October 2025	Friday 19 December 2025	11 weeks

Planned Service closure and Public Holidays 2025 (during terms)

Details	Date
Professional Development Day	TBC
Labour Day	Monday 10 March 2025
ANZAC Day	Friday 25 April 2025
King's Birthday	Monday 9 June 2025
Friday before AFL Grand Final	TBC
Melbourne Cup	Tuesday 4 November 2025
Professional Development Day	TBC

This list is just showing the Public Holidays that occur during terms, as well as the scheduled planned service closure for the #oneteam professional development which are typically held twice a year.

For a full list of Public Holidays [click here](#).



Family and Children's Services Team

All Coordination staff can be contacted at the Corangamite Shire Council:

Ph: 5593 7100

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