

Moyne Shire Council

2025 KINDERGARTEN HANDBOOK



Early Years Education and Care

Moyne Shire Council operates seven Kindergartens across the shire in Hawkesdale, Koroit, Macarthur, Merri, Mortlake, Nullawarre and Port Fairy.

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

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

Our kindergarten programs may use a rotational model where a number of smaller sub-groups are brought together to create a larger group. This allows children to build friendships outside of their allocated group.

Kindergarten is for all children and is inclusive of all children. If your child needs additional support with their learning and development, the educators will work with you to ensure that the program and learning environment meets the needs of your child.

For further enquires please contact our Early Years team by phoning (03) 5568 0516 or email.enrolments@moyne.vic.gov.au

2025



Proposed Kindergarten Timetable

(Programs will be confirmed when enrolment numbers are known).

Kindergarten	Group	Monday	Tuesday	Wednesday	Thursday	Friday
Hawkesdale & District Family Services Centre	3- & 4-year-old		8:30am – 1:30pm	8:30am – 1:30pm	8:30am – 1:30pm	
Koroit & District Kindergarten	3-year-old (Myrtle)*	8:45am – 1:45pm	8:45am – 1:45pm		8:45am – 1:45pm	8:45am – 1:45pm
	4-year-old (Banksia)		8:45am – 1:45pm	8:45am – 1:45pm		8:45am – 1:45pm
	4-year-old (Wattle)	8:45am – 1:45pm		8:45am – 1:45pm	8:45am – 1:45pm	
Macarthur Kindergarten	3- & 4-year-old	8:45am – 1:45pm	8:45am – 1:45pm		8:45am – 1:45pm	
Merri Kindergarten	3-year-old (Koala)	9:00am – 2:00pm		9:00am – 2:00pm		9:00am – 2:00pm
	4-year-old (Kangaroo)	9:00am – 2:00pm	9:00am – 2:00pm		9:00am – 2:00pm	
	4-year-old (Possum)		9:00am – 2:00pm		9:00am – 2:00pm	9:00am – 2:00pm
	4-year-old (Platypus)		9:00am – 2:00pm	9:00am – 2:00pm	9:00am – 2:00pm	
Mortlake Kindergarten	3- & 4-year-old*	8:45am – 1:45pm	8:45am – 1:45pm	8:45am – 1:45pm	8:45am – 1:45pm	
Nullawarre Kindergarten	3- & 4-year-old	8:45am – 1:45pm	8:45am – 1:45pm		8:45am – 1:45pm	
Port Fairy Community Services Centre	3- year-old* (Turtle)	8:45am – 1:45pm	8:45am – 1:45pm	8:45am – 1:45pm	8:45am – 1:45pm	8:45am – 1:45pm
	4- year-old* (Dolphin)	8:45am- 1:45pm	8:45am- 1:45pm	8:45am- 1:45pm	8:45am- 1:45pm	8:45am- 1:45pm

* Children attend 3 allocated sessions per week

Kindergarten sessions are subject to change. Official offers will be sent to families in September confirming your child's 2025 Kindergarten session days & times.

Kindergarten

Kindergarten in Victoria is provided as a two-year education program for young children before they start school. It is delivered by a qualified early childhood teacher.

Kindergarten encourages children to actively join in play and enables the early development of skills such as:

- Building relationships,
- Developing confidence and self-awareness
- Learning listening skills, sharing and waiting through group activities,
- Extending children's experiences and interests.

Kindergarten encourages children to grow and develop into independent learners through open ended activities, providing educational and developmentally appropriate play spaces, all of which are designed to achieve the best outcome for your child.

For more information, visit www.vic.gov.au/when-start-kindergarten



How old does my child need to be to attend kindergarten?

To be eligible to attend three-year-old kindergarten, your child needs to be three years old by 30 April in the year they attend. Any children whose birthdays are in February, March or April must have turned 3 years old before they can attend.

To be eligible to attend four-year-old kindergarten, your child needs to be four years old by 30 April in the year they attend. If your child turns 6 in the year they attend kindergarten, you will need to apply for an exemption from attending school. Please refer to page 5 for further information.

The Department of Education’s calculator on ‘When to start Three- and Four-year-old Kindergarten’ is accessible via following the link: [Give your child the best start | Victorian Government \(www.vic.gov.au\)](#) or please refer to the table below.

Children born 1 May – 31 December: must enrol at school in the year they turn 6.				
Year child turns	3	4	5	6
		3-Year-Old Kindergarten	4-Year-Old Kindergarten	First year of school
Children born 1 January – 30 April: can enrol at school either in the year they turn 5 or 6.				
Year child turns	3	4	5	6
	3-Year-Old Kindergarten*	4-Year-Old Kindergarten	First year of school	Second year of school
OR		3-Year-Old Kindergarten	4-Year-Old Kindergarten	First year of school

What if my child turns 3 years or 4 years between January 1 and April 30 whilst attending a kindergarten program?

We encourage families who are considering enrolling their child to attend kindergarten when they will be turning 3 or 4 years between January 1 and April 30, to seek advice from early childhood professionals to inform their decision.

Once a child has had a funded year of 3-year-old kindergarten, they will go onto 4-year-old kindergarten the next year and then onto school the following year. The only exception will be if 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.

We therefore:

- encourage families to carefully consider the best time for their child to start kindergarten, as all children learn and develop in different ways;
- encourage families to consult with relevant early childhood professionals for guidance;
- encourage families to seek advice and reassurance about how the kindergarten program will support their child’s learning and development;
- advise families that once their child commences kindergarten, they are expected to complete a full year of kindergarten and that funding is limited to one year of 3-year-old and one year of 4-year-old kindergarten for each child (unless they are eligible for Early Start funding or a second year of funded 4-year-old kindergarten).

If your child will turn 6 years whilst attending a kindergarten program

If your child will turn 6 years of age (compulsory school age) before or while attending their first or second year of funded 4-year-old kindergarten, you must obtain an exemption from attending school.

A parent/guardian may apply for an exemption from school for a child turning six before or during their first funded year of kindergarten if one or more of the following circumstances apply:

- the family has moved from interstate or overseas where the school entry age criteria are different from those in Victoria;
- the child's early education has been delayed due to chronic illness, disability or development delay;
- the child is a refugee/asylum seeker who has suffered trauma and would benefit significantly from a year of kindergarten before enrolling in school;
- the child has not been able to access kindergarten previously due to transient family circumstances;
- other special considerations

Second year of funded 4-year-old kindergarten

A parent/guardian may apply for an exemption from school for a child turning six before or during their second funded year of 4-year-old kindergarten if a Declaration of eligibility for a second year of funded 4-year-old kindergarten has been submitted by the early childhood teacher in the Kindergarten Information Management System (KIMS). This declaration confirms the child is eligible for a second funded year of 4-year-old kindergarten because an assessment by an early childhood teacher has identified developmental delays in two or more key areas of development.

Early Start Kindergarten (ESK)

Three-year-old children that identify as Aboriginal or Torres Strait Islander, or their family has had contact with Child Protection, or are refugee or asylum seekers, are eligible for up to 15 hours of free kindergarten a week for two years before starting school. To be eligible, your child must be.

- three by 30 April in the year they start kindergarten, and: Identify as Aboriginal or Torres Strait Islander,
- or Your family has had contact with Child Protection
- or Your family are refugee or asylum seekers.

Operating dates and fee information

Kindergarten Fees

Kindergarten will be free for all children in 2025; this means your child will receive 15 hours of kindergarten per week at no cost.

Kindergarten Terms

Kindergarten programs operate during the Victorian school Terms. The term dates can be found here - [School term dates and holidays in Victoria | vic.gov.au](https://www.vic.gov.au/school-term-dates-and-holidays-in-victoria) (www.vic.gov.au)

Closure Days

Moyne Shire Council Early Years Education and Care also have service closure days determined by management for professional development, planning and administration, curriculum development, child assessment and reporting purposes.

Public Holidays

Moyne Shire Council Childrens Services will be closed for the following public holidays. (No charges apply for public holidays).

Australia Day	Monday 27 January
Labour Day	Monday 10 March
Good Friday	Friday 18 April
Easter Monday	Monday 21 April
Anzac Day	Monday 25 April
May Race Day	Thursday 1 May
King's Birthday	Monday 9 June
AFL Grand Final Friday	Subject to AFL Schedule

The Educational Program

Service Philosophy

Service philosophies reflect the beliefs and values of each service and guide all aspects of operations and practices. They are regularly reviewed and updated with input from educators, families and children and are on display in the foyer of each service.

The Kindergarten Tick

All Moyne Shire Council Kindergartens have received the Kinder Tick. The Kinder Tick provides confidence that:

- the program will be led by a qualified teacher,
- Children will benefit from play-based learning,
- the kindergarten program is funded and approved by the Victorian Government,
- the program complies with government guidelines and the National Quality Framework

Our Programs

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

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

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

For more information on the Victoria Early Years Learning and Development Framework can be found here -

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

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.

Moyne Shire Council Commitment to Child Safety

Moyne Shire is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests.

We have a commitment to the cultural safety of Aboriginal and Torres Strait Islander children, culturally and linguistically diverse children, and to the safety of children with a disability. We aim to create enriching experiences for young learners and want children to feel safe, happy and empowered.

We have specific policies, procedures and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design and develop our services and activities.

All Moyne Shire employees, volunteers and contractors have a legal obligation to report suspected cases of child sexual abuse to the police.

Vision Statement for Reconciliation

The Moyne Shire Early Years are committed to providing an inclusive and culturally safe environment for all Australians, discovering, and sharing the rich traditions, values and history of all cultures.

We will unite in diversity; making connections and building stronger relationships with the Aboriginal and Torres Strait Islander peoples founded on mutual trust, respect, awareness, and acknowledgment.

We will embrace and celebrate reconciliation through equality, equity and unity.

Important Information

Communication with Families

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

Moyne Shire Council Family and Children's Services also has a Facebook page to share information with the community.

Orientation / Settling in Period

For most children, starting in an early childhood education and care setting is exciting, for others however it can be unsettling. As we are all different and we strongly encourage parents / guardians to work with us through this initial transition period and be guided by your child's educator. Please feel free to stay with your child until they settle or discuss strategies for settling with your child's educator.

We encourage families to consider their own child's coping ability and to make decisions based on their needs, as a parent / guardian- you know your child best!

We encourage all parents/guardians to say goodbye to their children before they leave. This helps to develop trust and the reassurance that you will return.

Family Involvement

We encourage a partnership with parents and welcome parental involvement. We recognise that in our ever increasingly busy lives, the time we can contribute varies.

We value and respect the involvement of parents in developing a program relevant to their child's strengths and interests. Parents and families will be asked to provide information to help us get to know more about their child outside of the service, and what they would like to gain from their time with us. Parents/Families are always encouraged to provide feedback on the program provided. Other examples of opportunities to be involved are:

- Sharing specific skills/interests with the children
- Supporting fundraising activities
- Attending family functions at the service

What to wear

Clothing should be comfortable and easy to manage for your child. The kindergarten provides smocks for messy activities, but clothes still get dirty. We ask that no singlets, sleeveless dresses, thongs, or crocs to be worn. For easy identification please ensure all your child's items are clearly named

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 services nuts and nut products are not permitted (please check packaging carefully and each kindergartens requirements). For more information about healthy eating and for many tasty recipes please visit: [Healthy lunchboxes Healthy Eating Advisory Service](#) For more information about healthy eating and for many tasty recipes please visit: [Healthy lunchboxes | Healthy Eating Advisory Service](#)

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 leek 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, silveride, 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 • Crispbreads • 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>



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

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

No Jab No Play

To go to kindergarten, your child must be up to date with their vaccinations. To enrol your child, you will need to provide a current Immunisation History Statement from the Australian Immunisation Register (AIR). The statement must show that your child is up to date with all vaccinations that are due for their age, or that they're up to date with the vaccinations they can have.

The Immunisation History Statement is the only document accepted for enrolments. Letters from GPs or local councils are not accepted.

You can print a copy of your child's Immunisation History Statement from your myGov account or:

Call the AIR on phone 1800 653 809

Visit a Medicare or Centrelink office.

More information can be found at www2.health.vic.gov.au/public-health/immunisation/vaccination-children/no-jab-no-play (via the QR code)

Children experiencing vulnerability and disadvantage can be enrolled without an Immunisation History Statement for a short time while their immunisations are brought up to date.

More information can be found at www2.health.vic.gov.au/public-health/immunisation/vaccination-children/no-jab-no-play (via the QR code)



Safety and wellbeing

Court Orders and Intervention Orders.

Families are required to notify the Service and provide a copy if there is a court or intervention order affecting their child. The parents of a child automatically have shared parental responsibility unless a Court Order states otherwise.

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.

Arrival and departure

It is important that you approach one of your child's educators to let us know that your child has arrived or is about to depart for the day. This ensures there is an opportunity to share information and ensure your child has the best experience possible. Only parents/guardians and authorised nominees are permitted to collect children, so if you are unable to collect your child please contact us to provide the name of the person who will do so. This person must be an authorised nominee on your child's enrolment form. If your child is not collected from the centre and we're unable to contact you, we will contact the authorised nominee listed on your child's enrolment form.

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 at your child's service. A minimum of two nominees is required.

Accident and Injury

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

Medication

Any child who requires medication to be administered whilst at the service must have the details of administration completed in the medication record. Regulations require that medication is in the original container, bearing the original label with the child's name printed on it and be within its use by date (this includes over the counter medication such as Panadol).

Medical Conditions

If the child has a diagnosed health care need (such as asthma, anaphylaxis or an allergy), before the child starts kindergarten you will need to:

- Provide a signed and completed Medical, Anaphylaxis or Allergy Management plan. Relevant Management plans can be found at: [ASCIA Action Plans, First Aid Plans, Treatment Plans and Checklists - Australasian Society of Clinical Immunology and Allergy \(ASCIA\)](#)
- Provide a signed and completed Asthma Plan, Relevant plans can be found at: [AA2022 Care-Plan-for-Schools-A4 v2 editable.pdf \(asthma.org.au\)](#)
- Provide your early childhood teacher with any listed medications with the child's name and dosage clearly labelled by a pharmacist.
- Sign a Medical Conditions Risk Minimisation Plan that you complete together with your early childhood teacher.
- Have been given the kindergarten's Medical Conditions Policy.

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. Your child can attend after the paperwork has been processed.

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.

Children who have an infectious illness must remain at home. This is for the wellbeing of all children and adults at the service. If your child becomes unwell whilst attending the service, you will be contacted and asked to collect your child as soon as possible. If 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 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>

Hand Hygiene

Children are taught the importance of good hygiene practices and are encouraged to help minimise the spread and risk of infectious diseases and illness. Families are asked to sanitise their hands on arrival and support their child to wash their hands when entering the kindergarten room. During the program, children are required to wash their hands before and after mealtimes, after toileting, after wiping/blowing their nose, prior to cooking activities and after outdoor or messy play. Washing hands well is the most effective way to prevent the transmission of disease and illness.

SunSmart

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

Smoke Free Environment

No Smoking legislation applies to all education and care services, including buildings and grounds. Smoking is banned within four metres of the service entrance.

Bushfire at Risk Register

Services identified as being at high fire risk and on the Department of Education and Training Bushfire At-Risk Register (Macarthur, Koroit, Hawkesdale, Chatsworth and Merri), will close on days determined to have a fire danger rating of Catastrophic by the Emergency Management Commissioner. Where possible, four to seven days' notice of a planned closure will be provided. Services not on the Department's Bushfire At-Risk Register will remain open, unless directly threatened by fire or another emergency.

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

Complaints and grievances

All users of the service are encouraged to express their concerns or complaints about aspects of the service. Complaints will be treated consistently and will be followed up in a timely manner.

Initially, concerns or complaints should be directed to your child's educator for discussion and clarification.

If after discussion the matter has not been resolved, it should be referred to The Coordinator Education and Care who will respond promptly to inform the complainant of how the complaint will be addressed.

Coordinator of Education and Care

Moyne Shire Council

PO Box 51, Port Fairy 3284

Phone: 5568 0516

Email: moyne@moyne.vic.gov.au

If no resolution can be reached, the matter may be referred to the Manager of Community Services:

Manager Community Services

Moyne Shire Council

PO Box 51, Port Fairy 3284

Phone: 5568 0555

Email: moyne@moyne.vic.gov.au

If the matter is a notifiable complaint as per Education and Care Services National Law and Regulations, or requires professional involvement from a third-party early childhood professional, the complaint will be referred to an Authorised Officer at:

Department of Education and Training

75 High Street, Belmont 3216

Phone: (03) 5215 5136

Email: bsw.gar@edumail.vic.gov.au