Lorne Community House
Occasional Child Care

Information Handbook
2026

Lorne Community House
16 Mountjoy Parade
Lorne 3232
0419 746 548

Office 5289 4383

lorne.communityhouse@gorh.vic.gov.au

Lorne Community House – Occasional Care Service

The Occasional Child Care service operated by the Lorne Community House has been providing quality child care services for local families for many years.

We provide a safe, friendly and stimulating environment in which young children can learn, play, and explore. We aim to promote and support each child's needs and abilities through age appropriate developmental programs.

The Lorne Community House Childcare licence allows us to care for a maximum of 14 children at any one time depending on their ages. As per regulations this service will only employ staff who meet the requirements set out in the appropriate Acts and Regulations.

Acknowledgment of Country

Here is the land
Here is the sky
Here are my friends
And here am I
We play today
On national land
We walk hand in hand
We'd like to say thank you
For letting us share
The land that you love
We promise to care

Lorne Community House

Along with our Occasional Care Service the Lorne Community House provides education, personal development and wellbeing courses, a local meeting place, internet access, the Daisy & Olive Garden and a range of activities to help us meet our mission of building a strong community spirit through wellbeing and sustainability.

We welcome ideas and support from all in our community and encourage you to become involved in the activities at the Community House. Pop in to the office between 9.30am to 2.30pm weekdays or email us on lorne.communityhouse@gorh.vic.gov.au

"Building a strong community spirit through wellbeing and sustainability"

Lorne Community House

Session Times

In 2026 this service will operate

Monday	9am – 2pm
Wednesday	9am – 2pm
Thursday	9am – 2pm

2026 School Terms

Term 1	February 2	April 2
Term 2	April 20	June 26
Term 3	July 13	September 18
Term 4	October 6	December 19

2026 Public Holidays Dates during term- There are no sessions held on public holidays

Labour Day	Monday 9 March
Good Friday	Friday 3 April
King's Birthday	Monday 8 June

Fees

In 2026 fees are based on $47.50 per child per session. Families are able to access the Child Care Subsidy which is a government subsidy based on each families income and activity hours. Families must register and be assessed in order to claim their Child Care Subsidy

Follow these steps:
Sign in to myGov and go to **Centrelink**.
Select **Make a claim or view claim status** from your homepage.
Select **Get started** from the Families menu.
Select **Child Care Subsidy**.
Answer the Eligibility check questions first.
Start your claim and answer the questions about your situation.
Review and confirm your claim.

https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim

Fees are paid by automated fortnightly direct debit from your bank account or credit card. There is a set-up fee for each family that Lorne Community House will pay and a transaction fee that families will incur. Information regarding full fees and conditions is provided with your enrolment form.

If you are having difficulty affording the fees please speak to Katy our House Coordinator. Fees may be reviewed from time to time and notification of any change will be given prior to the commencement of term.

Enrolment

Prior to your child's first session we ask that you complete the enrolment details so that staff can become familiar with your family. We are happy to arrange orientation times for your child. Please speak with us to arrange the best program for your child. 'No Jab, No Play' is the name of legislation that requires all children to be fully vaccinated unless they have a medical exemption to be enrolled in childcare in Victoria.

An Immunisation History Statement from the Australian Childhood Immunisation Register (AIR) is the only form of evidence that can be used to show your child's vaccinations are up to date for their age.

The quickest way to get your statement is by using your Medicare online account through myGov. Alternatively, you can request an Immunisation History Statement in person at your local Medical service centre or call the AIR enquiries line on 1800 653 809 to request a statement is posted to you. It can take 14 days to get your statement in the post.

To cancel an enrolment, 2 weeks notification during term time must be given. Cancelled enrolments are subject to a per session fee if notification is not given. If child does not attend on the final day the CCS may not be applied.

Priority of Access

We follow the Victoria government's priority of access criteria;

- At risk of abuse or neglect, including children in out-of-home care
- Aboriginal or Torres Strait Islander children
- Additional needs, defined as children who: children with additional needs, defined as children who: require additional assistance in order to fully participate in the program, require a combination of services which are individually planned, or have an identified specific disability or developmental delay.

What to bring

- 2 spare sets of clothing, clearly labelled – Additional underpants if your child is toileting.
- A single sheet if your child requires a sleep while at care
- A protective hat for outdoors (Summer and other seasons depending on weather)

  We ask that a labelled hat remains with us in your child's pocket during term time
- A lunchbox with healthy snacks & lunch – labelled
- A water bottle - labelled
- Sunscreen to be applied to your child before attending (Term 1 & 4)
- Nappies if required – labelled
- <u>Please make sure that all items are clearly labelled with your child's name.</u>

What not to bring

We encourage a healthy range of food choices and ask that lollies, chips, etc are reserved for special occasions.

Please make sure staff are informed of any allergies or intolerances.

Absences

Please make sure cancellations are made before 8.30am by either informing staff prior to the day or leaving a message or text on 0419 746 548

Settling in

Settling your child into a new care situation can sometimes be a difficult time for families. However, young children are very adaptable and usually settle within a short period of time.

Building a good relationship with our staff is important and we encourage you to talk to us about your child's achievements, discuss worries and let us know your child's likes/dislikes.

If a child is distressed and can't be consoled, the parent or guardian will be contacted.

Drops offs & Pickups

When you drop off and pick up your child you must fill in the attendance sheet. Your child can only be collected by persons you have nominated on your enrolment forms.

Please keep to the scheduled session times. You must collect your child by 2pm. If you need to collect your child early please let us know so we can plan their day accordingly. If you cannot be there at the end of session and arrange for one of your nominated contact persons to collect your child please call the office to inform us of the change. Children cannot be left in care prior to 9am.

At drop off and pick up times the traffic in the car park and entrance to the Community House is very busy. Please make a habit of leaving the building at the same time as your child, encourage them to walk on the path and hold your child's hand while walking in the car parking area.

Communication

We use 'StoryPark Manage' (XAP) software for enrolments, Child Care Subsidy and direct debit of fees. On enrolment you will be emailed a link to either renew or set up your enrolment details. This is best done on a laptop rather than mobile device. Please make sure you complete all details including immunisation, direct debit and people authorised to collect your child.

We use Storypark App to communicate messages, photos, and stories and about your children, you will also be sent a link with an invitation to join StoryPark.

The Lorne Occasional Childcare mobile phone is 0419 746 548

Child Safe Standards

Lorne Community House is committed to always perform the duties of this role in keeping with the principles of the Victorian Government's Child Safe Standards, http://www.dhs.vic.gov.au/Child safe standards. More information can be found on our website https://lornecommunityhouse.org.au/about/

Emergency procedures

A full Emergency Management Plan has been developed with Dept. of Education and Training and is updated on a regular basis. Please ask to see a copy if you wish.

All services at the Lorne Community House will not operate on a Catastrophic rated fire danger day. On an Extreme rated day the House may close some services.

In the circumstance of a direct threat to the Lorne Community House by fire, we have worked with the CFA to determine that we will shelter in place - stay at the Community House, until we feel that it is unsafe. We will then evacuate towards the Neighbourhood Safe Place (place of last resort) on the foreshore via the Mantra carpark.

Please remember to keep your emergency contact details up to date. We will not release any child to another persons' care unless specified on their enrolment form.

Sunsmart

Children must wear a wide brimmed hat when playing outside and we ask that you leave the hat in the hanging pockets for the term. We ask that in term 1 and term 4 you put sunscreen on your child before they attend each session, or on arrival. We provide sunscreen and reapply as needed through the day.

Illness

If your child is feeling unwell they should not attend. Symptoms of illness may include a runny nose, persistent cough, or unusual tiredness, etc. If they have had any signs of vomiting or diarrhoea within the last 48 hours they should not attend.

If your child appears to become unwell we will first keep them under close observation and then will contact you to discuss your child's care if they are unable to cope in a group situation. If we are unable to comfort them or feel that they may need medical attention we will call you immediately. If we are unable to contact you we will ring the people you have listed on the enrolment form. Of course if we regard it as necessary we would obtain emergency assistance.

If required at any time we will administer first aid and let you know the circumstances. If your child is injured whilst at Occasional Care we will fill in the details on storypark and inform you when you arrive to collect them. We will also need you to sign the record so that we are sure all the information was passed on to you.

Medications

If your child requires medication whilst in our care, it must be in its original packaging, prescribed in the child's name and handed to a staff member. Please speak to a staff member about the medication and complete an entry in the Medication Book prior to leaving.

Communicable diseases

Any child with an infectious disease cannot attend care until fully recovered. Details of confinement requirements for some infections are on display in our rooms. Please also check with your doctor as these guidelines are subject to change. More information can be found at https://www.health.vic.gov.au/infectious-diseases/school-exclusion-table

The parent of any child who contracts an infectious disease (chickenpox, measles etc.) is requested to notify the staff to ensure all parents are informed.

Policies, Feedback and Contacts

We are here to provide a service to families and a positive experience for all kids in our care. We welcome feedback from families that may help us improve this.

Information regarding our policies and a range of regulations are available for families to view by request. Please speak with any of our staff regarding concerns you may have or suggestions to help your child better enjoy their time at occasional child care.

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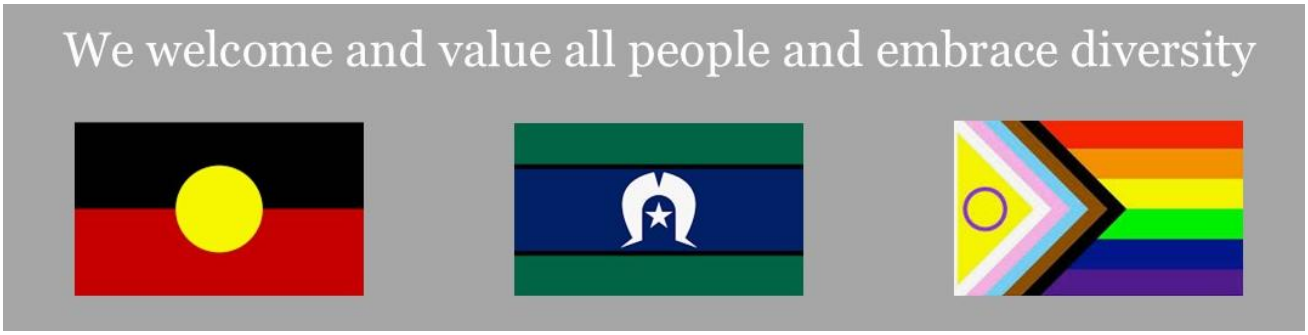
Ph: 5289 4383

Email: lorne.communityhouse@gorh.vic.gov.au

The team working with your children are;

Team Leader Childcare – Alyce
Childcare Assistant – Ma
And a reliable group of trained relievers

Community House Coordinator - Katy Kennedy



LORNE TOY Library

Applicant Information	
Name	
Home Phone	Mobile
Street Address	Postal
Town & Pcode	
Email	

Annual Membership		
☐ 1 child	$60 ($40 fee + $20 bond)	1 x floor toy & 3 x bagged toys
☐ 2+ children	$70 ($50 fee + $20 bond)	2 x floor toys & 5 x bagged toys
☐ Group	$120 ($100 fee + $20 bond)	2 x floor toys & 6 x bagged toys
☐ Concession	TOTAL PAID $	☐Cash ☐Cheque

A $20 bond is a once only payment on registration, refundable upon resignation

Health Care and Senior Card holders receive $20 discount

Payments can be made in **CASH** or **CHEQUE** at Lorne Community House.

Children's Details			
Surname	Given name	Date of birth	Gender

Conditions of membership

1. Members must agree to indemnify the Library, its members and staff against all loss or liability, however caused, arising from any borrowing of any toys.
2. Members must be able and willing to receive communications by email and mobile phone, and the on-line MiBase software.
3. Membership fees are to be paid in full at the beginning of the membership period. Annual renewals are due by the end of the anniversary month of joining.
4. Only people living at the address listed on membership form may borrow toys, which are to remain at that address for the duration of the borrowing period.
5. Members should understand that their borrowing rights may be suspended until all fees and fines are paid in full.
6. Part of the membership responsibilities are to participate in roster duties and the annual stocktake, and to arrange duty swaps if required.
7. The loan period is for a maximum of 2 weeks and toys can be re-borrowed up to 4 times by notifying the MiBase Administrator. The only exception is when no-one wants to borrow the floor toy the member has on loan, in which case the member may keep the toy until someone else wants to borrow it.
8. The person currently recorded in MiBase as having the toy on loan, is fully responsible for that toy and is responsible for emailing the MiBase Administrator to notify the member they have given that toy to and whether they misplaced or damaged any pieces during the term of their loan. The condition of the toy will then be verified with the new borrower.
9. Members must agree to pay the fines as per the current schedule which include fines for missing parts, damaged toys, overdue items and missed toy transfer appointments with other members. These fines are in the order of $2-$5 each.
10. The member currently borrowing a toy and the member about to borrow that toy, must both check that all pieces are in the bag or container. Any missing items must be reported to the MiBase Administrator by the new borrower and the relevant fine will be recorded within Mibase for later payment.
11. Members will be fined for missing pieces according to the effect that the missing piece will have on the play value of the toy as a whole. If a puzzle is returned with a missing piece, the member will be asked to pay 50% of the replacement cost. The MiBase Administrator should be notified of any missing pieces found and any fine paid will be refunded.
12. Members who return badly damaged toys will be fined in accordance with the fine schedule which will be dependent upon the damage. In the event that a member's bond is used for repair or replacement, the member will be asked to renew their bond in order to continue borrowing.
13. Toys must be cleaned prior to return.
14. Upon receipt of a resignation form, the bond shall be refunded providing all items have been returned in good condition and all duties completed.
15. The toy library reserves the right to terminate membership and/or refuse membership renewal.

Signature of Applicant	Date

Lorne Toy Library - Lorne Community House 16 Mountjoy Pde Lorne 3232 ph 5289-4383 Email lorne.communityhouse@gorh.vic.gov.au

Membership Application

Our general long term learning outcome goals for children are

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

Our environment fosters

- Active hands on play based learning opportunities
- Sharing of ideas and interest, offering times to explore and discover
- Sensitive caring relationships between caregivers, children and families
- Gender equity and inclusive practice
- Children to deepen their concern for the welfare of others
- Partnerships with families