

WAITING LIST POLICY

AIM

To ensure that families expressing their interest in attending the centre have access to a transparent and equitable process and develop understanding of how that process is conducted.

IMPLEMENTATION

All children will be added to the waiting list according to the priority of access policy.

It is recommended that families interested in attending the child care program first come to the Centre on a scheduled tour to learn more about our unique, multidisciplinary site.

During the tour you will be given a Parent Information Pack containing an Expression of Interest form, Overview of Services and a copy of the Waiting List Policy.

Parent packs are available from administration during front desk opening hours (Monday – Friday 9:00am-5:00pm).

Once you have completed all sections of your Expression of Interest form and paid the \$20 waiting list fee, the forms need to be submitted to a staff member at the front administration desk and you will receive a receipt of acknowledgement and a copy of this policy.

Once you have submitted the expression of interest form, you will need to ensure that you make written contact at least once every three months via email to reserve your place on the waiting list. Failure to do so will mean removal from the list.

The form is then dated by our staff and passed on to our Assistant Director. Our Assistant Director will process the form and your child will be added to the waiting list according to priority of access.

All families including those who already attend the Centre who want to place a child on the waiting list will be charged the \$20 waiting list fee. If your name is removed from the waiting list due to a lack of contact, your \$20 fee will not be refunded. If you wish to re-add your name to the list, you will have to pay the fee again.

For families already attending the site, collection of siblings from the Centre constitutes contact with the Centre for the purposes of maintaining a space on the waiting list.

Families should make enquiries about their place on the list via email. This ensures there is a written record if you make contact or if circumstances change. The Assistant Director will answer any enquires regarding the waiting list with a follow up email within 14 days, acknowledging the conversation.

You are able to request to be placed back onto the waiting list if you have been removed; however you will be added to end of the list according to priority of access policy. This will only be accommodated if the waiting list is currently open.

When a placement becomes available for your child you will be contacted by the Assistant Director to begin the enrolment process.

All families should be aware when placed on the waiting list:

- This does not guarantee a placement in the Centre
- Your position on **the waiting list is likely to change frequently** as new families apply that have a higher priority of access will be given priority placement. Any forward predictions in regard to a possible starting date are therefore estimates.
- A confirmed start date shall only be given at the time that a position becomes available and is offered. Placements offered will depend on which days and sessions are available as well as which days you have indicated on your Expression of Interest.
- Should your child receive placement at the Centre the \$20 waiting list charge will be removed from the bond on commencement of care. If your child does not receive placement or you refuse an offer of placement the fee is forfeited.
- Updates of the estimated placement date can be given upon request but these timelines are subject to frequent changes due to the high number of families being added or removed from the list every week.

EVALUATION:

This policy is viewed to be working effectively when:

- There is a clear procedure for placing children on the waiting list and maintaining their places via contact from parents.
- All parents upon expressing interest are aware of the above procedure and their responsibilities.
- Priority of access is followed to maintain fairness in offering places.

Associated Forms:

- Priority of Access Policy
- Fees Policy
- Expression of interest form
- Parent information pack

National Quality Standards:

Standard 7.1.2 Systems are in place to manage risk and enable the effective management and operation of a quality service.

Implemented: January 2013

Reviewed: March 2018

Next Review: March 2020 (Bi-annually or as required)

Source: DECD Enrolment Policy