

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 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 will change frequently** as new families apply that have a higher priority of access (i.e. children at risk or abuse and neglect) 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.
- 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.

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 the administration desk during operating hours of the Centre (Monday – Friday 8:30am-5:00pm).

Once you have completed 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 contact at least once every three months 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.

If you are removed from the list, you are able to request to be placed back onto the waiting list. However you will be added to end of the list in accordance with the priority of access policy.

Families who already attend the centre who want to place a sibling 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. If you choose to remove your name from the list at any point, you forfeit the \$20 fee.

Collection of siblings from the Centre constitutes contact with the Centre for the purposes of maintaining a space on the waiting list. The preferred method of contact is email to ensure there is a paper trail and we can verify your contact.

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

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 7.3. Administrative systems enable the effective management of a quality service

Element 7.3.2. Administrative systems are established and maintained to ensure the effective operation of the service.

Element 7.3.5. Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly.

Implemented: 07/01/2013

Next Review: Bi – Annually or as required

Source: DECD Enrolment Policy – Current centre procedure