

## 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.

If you are interested in attending our site, you can request an Expression of Interest form from administration via email or in person.

**All families, including those who already attend the Centre, who want to place a child on the waiting list will be charged a non-refundable waiting list fee. If families do not meet the contact requirements or are non-responsive, the waiting list fee will not be refunded. If families wish to re-add their child's name to the waiting list, they will be required to pay the fee again.**

**The fee to be placed onto our waiting list is as follows;**

Waiting list fee (standard fee)	\$30.00
Waiting list fee – Multiple children (1 <sup>st</sup> child)	\$30.00
Waiting list fee – Multiple children (2 <sup>nd</sup> child)	<u>\$30.00</u> + 5.00
Waiting list fee – Multiple children (3 <sup>rd</sup> child)	<u>\$30.00</u> + 5.00 + <u>5.00</u>
Waiting list fee – Sibling	\$15.00

Waiting list fees are required to be paid via bank transfer to a nominated account listed on the Expression of Interest form. Children will not be placed onto the waiting list until payment of this fee has been received.

Once families have completed all sections of your Expression of Interest form and paid the appropriate waiting list fee, the form should be submitted to a staff member at the front administration desk or via email to [info.forbeschildrenscentre854@schools.sa.edu.au](mailto:info.forbeschildrenscentre854@schools.sa.edu.au) and you will receive a receipt of acknowledgement and a copy of this policy within 5 business days.

**To remain on our waiting list, families are required to check in via email every 2 months. This ensures that we have the most up to date information from you about your current care needs. If you do not do this, staff will attempt contact via phone, email and text, and if still no response your application may be removed from the waiting list. Families are welcome to connect at any other time to discuss waiting list positions and future enrolment planning within our centre.**

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 reply email to the acknowledgment email sent at the submission of the Expression of Interest form. This ensures there is a written record of contact or if circumstances change. Any enquiries will be responded to within 5 business days.

Waiting List forms are placed in order of submission date. Placements are then offered out based on preferred start dates in line with the priority of access policy. Families must inform us in writing if their desired start date or preferred days change.

When a placement becomes available for a child, families will be contacted by a staff member 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 or families that want to begin sooner. 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.
- 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 families.
- All families 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

**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:** October 2023

**Next Review:** August 2025 (Bi-annually or as required)

**Source:** DECD Enrolment Policy