

# Waitlist Policy



## Aim

To ensure that transparent procedures are in place that reflect the priority of access guidelines, and are consistently implemented when filling vacant child care places at the centre.

## Background

The Commonwealth Government determines guidelines for allocating vacant child care places. These guidelines apply to all child care services that receive Child Care Benefit (CCB). They set out the following levels of priority which services must follow when filling vacant places:

- Priority 1.** A child at risk of abuse or neglect;
- Priority 2.** A child of a single parent who is working/training/studying, or where both parents are working/training/studying;
- Priority 3.** Any other child (eg. one parent working, one parent not working).

Within these main categories priority will be given to the following children:

- Children in Aboriginal and Torres Strait Islander families;
- Children in families which include a person with a disability;
- Children in families which include an individual whose taxable income percentage under clause 7 of schedule 2 of the Family Assistance act is 100%.
- Children in families with a non-English speaking background;
- Children in socially isolated families
- Children of single parents

## Practices

The Approved Provider/Nominated Supervisor will take reasonable steps to ensure that this policy is current, reviewed regularly and communicated to staff and stakeholders.

The Approved Provider/Nominated Supervisor will take reasonable steps to inform and support staff of their responsibilities in implementing these policies at all times.

City of Canada Bay Children's Services will:

- Offer positions at the centre based on the priority of access guidelines, the days available, the age of the child, and the date a waitlist application is received by the centre.
- Fill vacancies according to licensed numbers as allocated by the Department of Education and Communities.
- Give priority to siblings of children who are currently enrolled at the centre. In these cases the sibling must



be on the waitlist for a minimum period of 12 months and meet the priority of access guidelines.

- Update the waitlist annually. Any families not responding to waitlist letters by the return date will be removed from the list.
- Complete and forward a confirmation letter for waitlist applications within 14 days.
  
- Advise families of their responsibilities in relation to:
  - Filling out the waiting list application form in full. Incomplete waiting list forms will not be accepted.
  - Contacting the centre if they do not receive a confirmation letter within 14 days of forwarding an application.
  - Informing the centre of any changes to address, phone number, work place and telephone number, change in care needs, birth of a child, change of priority of access status.
- Provide families with two working days to respond to an offer of placement before they are returned to the waitlist and the position offered to the next family on the list.
- Ensure that positions are not held for families.
- Ensure that staff do not provide families with an estimate time of when a position will be offered.
- Ensure that staff make no guarantee that a placement will be available when the family requires care.
- Develop an internal waitlist for children currently enrolled at the centre who require changes to their care arrangements. If the Centre cannot accommodate the request for enrolment changes through the year, they will be given preference when New Year enrolments are completed.

**Relevant Legislation:** Education and Care Services National Regulation 2011

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<b>Date Reviewed:</b>	November 2010, October 2012, June 2014
<b>Implementation Date:</b>	August 2014
<b>Review Date:</b>	April 2017

