

## Parent/Guardian Waitlist, Enrolment and Orientation Policy

### Aim

The first step towards enrolling at Majura Park Childcare Centre is to complete a waiting list application. Once a position is identified which meets the child/children's requirements, the Director/Admin Manager will offer to enrol the child in accordance with this policy. The child ad

### Waitlist Form and Waitlist Administration Fee

A waitlist administration fee of \$20 is required when placing a child's name on the Centre's waiting list.

- The fee is \$20. It is required per family, not per child.
- The fee must be paid by Direct Deposit (or if necessary cheque).
- The fee is not charged if the child is proceeding immediately to enrolment.
- The \$20 is non-refundable if the child does not take or receive a place at our Centre.
- The date of priority is applied to the application on the date the fee is received
- The Centre will cease accepting waiting lists and fees once the waiting lists are deemed full and it is unlikely a position can be given.

### Waiting Lists are managed with the following priority:

- Government Priority of Access (as outlined below)
- Children moving from part-day care to full-day care
- The date the Wait List form is received and the fee paid
- Full-day booking
- Siblings in care
- Defence Force serving member on overseas deployment
- Worker at Majura Park

### Priority of Access

Our aim is to provide places to families with the greatest need for childcare support first as stipulated by the Australian Government Priority Access Guidelines. Majura Park Childcare works under the Governments Access of Priority Guidelines, It is a condition of approval and continued approval for Child Care Benefit (CCB) purposes that we must comply with Family Assistance Law. The Priority of Access Guidelines are set out in the Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000. Failure to meet these Guidelines is a breach of the conditions of continued approval and may result in a service being sanctioned under the Act.

The Priority of Access Guidelines must be used by approved services to allocate available child care places where there are more families requiring care than places available. When filling vacant places, a service must fill them according to the following priorities:

- Priority 1: a child at risk of serious abuse or neglect
- Priority 2: a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test
- Priority 3: any other child.
- Within these main Priority categories, priority should also be given to children in:
  - Aboriginal and Torres Strait Islander families
  - families which include a disabled person
  - families on lower incomes
  - families from culturally and linguistically diverse backgrounds
  - socially isolated families
  - single parent families

Upon enrolment families will be notified of their priority and advised that if the has no vacancies and their child's position is a priority 3 under the Priority of Access Guidelines, it may be required that their child leave or reduce their days in order to make a place for a higher priority child.

### Offer of enrolment

- Places will be allocated to eligible children who are on the waiting list via an e-mail identifying the following details:
  - days and room offered,
  - fees and bond
  - a date for starting, and date by which the position must be accepted (usually 2 weeks).
  - A copy of the enrolment form, ezi-debit form, summary of facts and parent handbook.



- Parents/guardians, who do not wish to accept the offer of a place, or withdraw their application, are requested to notify the Centre as soon as possible.
- Once a family has accepted a place at the service they are required to pay a bond, which is the equivalent of two weeks fees in order to reserve the place.

### Notes about enrolment

Majura Park Childcare Centre takes bookings on a permanent basis. A permanent booking commits your child's attendance to be weekly on the requested days during the year. Permanent bookings can be:

- Five days
- Three consecutive days (starting on a Monday or Wednesday)
- Two consecutive days (starting on a Monday or Thursday)

**Different bookings**, Majura Park Childcare may accept different bookings, if this occurs it will be managed in writing with caveats attached as to accepting a full-time place when it becomes available. Or noting that is relating to every second Wednesday to meet a families pre-school commitments etc. These booking may only be made with the approval of the Approved Provider.

**Occasional care:** Majura Park Childcare does accept occasional bookings for children already enrolled. Occasional bookings are subject to availability and can be made directly to the Director or Admin Manager via phone, e-mail or face-to-facer. Bookings can be requested in advance (without guarantee) or requested either the day prior or on the day.

### Enrolment

Once the enrolment has been confirmed, the Director/Admin Manager will ensure that the enrolment form is returned in its entirety, including a copy of the child's birth certificate and immunisation record. *N.b: The Record of Child's Enrolment must be kept IAW the Record Keeping Policy to meet the requirements of Regulation 160*

### Orientation

After enrolment acceptance, our Centre will arrange all new families to attend a form of orientation meeting/ interview at the Centre. Information relating to the child's routine (i.e. sleeping, eating and toileting) is discussed during orientation meetings with the Room Leader of your child's room.

Time is also available, where possible, for children to attend the Centre for short periods of times with one or both parents. This allows the children and parents to become familiar with room routines and types of learning experiences and to develop a relationship with the Room Leader and team members. At this time, the team will offer reassurance, guidance and support to parents. Parents are encouraged to stay as long as they feel is necessary in order to reassure the child (and themselves).

### Information-Changes

Once enrolled, Parents/Guardians need to keep the centre informed of any changes in:

- phone numbers
- residential address
- place of employment
- study details
- emergency contacts
- persons authorised to collect your child
- updated immunisation records
- medical charts – asthma management or allergies etc
- Custody or access arrangements (legal documents MUST be sighted by the Director).

### Cancellation of enrolment

It is a condition of enrolment that parents/guardians provide two (2) weeks written notice of their intention to withdraw the child from the Centre. An e-mail is sufficient, but a phone call is not.

When parents/guardians enrol with Majura Park Childcare Centre they are required to pay a two (2) week holding deposit/ (enrolment fee). This fee is forfeited if you cancel your enrolment before attending. The holding deposit/ (enrolment fee) is held to secure your child's position throughout their time in our care. The deposit will be refunded when your child leaves the Centre.

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#### Legislative Requirements

- Education and Care Services National Law and Regulations (ACT) 2011
- A New Tax System (Family Assistance) Act 1999
- Who is affected by this policy?
  - Children and Families, Staff and Management
- Sources and further reading:
  - Majura Park Childcare Centre – Parent Handbook, Enrolment Form, Enrolment Checklist, Fees Policy, Mychild.gov.au, Education and Care Services National Law and Regulations (ACT) 2011, A New Tax System (Family Assistance) Act 1999 [www.ato.gov.au](http://www.ato.gov.au)
- Review: This policy will be reviewed annually. The review will be conducted by:
  - Management and Employees, Interested Parties (including Families, ACT Children's Education and Care Assurance, NQF etc)