

# Waitlist Policy



## Aim

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

## 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 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 (eg. one parent working, one parent not working).

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

- Children in Aboriginal and Torres Strait Islander families;
- Children in families which include a disabled person;
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or whose partner is not on income support.
- Children in families from 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:

- Advise and provide families with information on how to access the Centre's online waitlist application form.
- Families are to ensure their waitlist application includes as a minimum, the child's details, parent/s details and contact numbers and/or valid email address. This ensures it is a valid application.
- 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 external waitlist annually by distributing waitlist forms for families to complete and return. Any families not responding to waitlist forms by the return date will be removed from the list.
- Confirmation e-mail for waitlist applications will be sent via the HubWorks automated response feature.
- Provide families with 2 working days to respond to an offer of placement before they are returned to their same position on the waitlist and then the vacant position is offered to the next family on the list.
- Families on the external waitlist will be contacted by phone and e-mail for all offers of placement; therefore it is the families responsibility to contact the Centre to update their details.
- 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.

#### **Internal waitlist**

- The centre's will maintain an internal waitlist that is made up of children enrolled at the centre who require any additional day/s or changes to their current days.
- An internal waitlist form must be completed and returned to the Centre in order to be placed on the internal waitlist list.
- The internal waitlist form will be readily available for families to access at all times.
- Priority for additional days will be allocated based on the priority of access guidelines and positions are offered based on the date in which the internal waitlist form was received, the days available, operational needs and the age of the child.
- Requested start dates for the internal waitlist will not be accepted more than 12 month in advance.
- Any child will remain on the internal waitlist until the child is offered its preferred placement or written notice is received that placement is no longer required.
- The child will be removed from the internal waitlist if an offer of placement is declined, unless the offer is made prior to the requested start date as documented on the internal waitlist form.
- During the reenrolment process, priority will be given to all children who are currently enrolled at the centre. After every effort is made to accommodate for children's existing days, and children have been moved to their age appropriate room will the internal waitlist be examined to fill vacant positions at the centre.
- The Centre will ensure that the procedure for the internal waitlist and enrolment processes are well communicated to families.



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

<b>Date Developed:</b>	August 2009
<b>Date Reviewed:</b>	November 2010, October 2012, June 2014, April 2016; February 2017
<b>Implementation Date:</b>	March 2017
<b>Review Date:</b>	March 2019

