



Moore Park Gardens CHILDCARE

Waitlist to Enrolment Policy

Aim

To ensure all potential clients are aware of the process of how to become enrolled in the Centre and to provide a fair process to families waiting for care.

Legislative Requirements

Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011
National Quality Standards 2011
NSW Department of Education & Communities
Priority of Access
Laws relating to protection of privacy and confidentiality
Privacy Act 1988 (Cth.);

Who is affected by this policy?

Child
Families
Management

Implementation

- Names can be placed on the wait list 9 months before birth.
- The Waitlist link and further information can be found at www.mpgccc.com in the waitlist section.
- Families who call the centre will be directed to the website for further centre related information. All families are encouraged to attend a centre tour as part of our Waitlist procedure which are scheduled twice daily via appointment. Possible twilight tours will be available in Summer and will be promoted on our website and Facebook page <https://www.facebook.com/mpgccc/>
- Families are asked to book in for the visits and a reminder will be send out the week prior confirming the date and time. Centre tours can be arranged between 6pm – 6.30pm or on Saturday mornings to meet family's needs by prior arrangement only.
- All applicants who have booked in for a centre tour will be encouraged to read our Centre Tour Information sheet and the WH&S overview which they would have received via email before attending the visit. This information is also located on our website and available to the Centre.
- Centre tours will take approximately 20-30 min and one staff member will take the parents/family members through the centre pointing out important features (communication pockets, online software programs for communication, signing in and out, the kitchen, forms of communication, meeting, policies, specific room information and other rooms in the Centre).
- Children will be placed onto the wait list when parent/ guardians join the online waitlist portal www.mywaitlist.com.au , fill in application form and pay their non-refundable wait list maintenance

fee (please check with the centre for current pricing) using the pay pal function. This fee is per family not per child.

- The wait list maintenance fee ensures that only serious applicants are placed on the waitlist. This fee also covers regular emails and communication from mywaitlist, emails from the centre director bi monthly and the cost of the online software system.
- The Nominated Supervisor/ Director will contact the parents / guardians on the wait list in order of priority and then by date of submission (you may request to see the Centre's gender equity policy, anti-bias policy and priority of access guidelines).
- The priority of access is set out by the Federal Government, Department of Education and Training.
- It is the parents/guardians responsibility to update their details if their information changes. This includes required start dates and required days. This is easily accessed online using the mywaitlist website.
- Families who do not respond to the email updates sent via the mywaitlist.com.au software, requesting families to confirm their requirements, will be moved to the 'inactive' list. Families will be notified of this automatically by the waitlist system.
- Vacancies will be filled by families who are currently enrolled in the Centre and have requested further days before families on the waitlist.
- The Centre will decide in which age group the vacancy is available and the age of the child to fill the vacancy.
- The Centre will contact families on the wait list when days are available (within 2 months before the requested start date) even if these are not the specific days requested.
- Please note on your application form if you are flexible with days and start dates.
- If families are offered days but decline, the next person on the waitlist is contacted.
- Families are required to notify the Centre within 24 hours of an acceptance or decline of days before the next person is contacted. This ensures the maximum amount of orientations visits are available to accepting clients.
- Families are not bumped down the waitlist if they decline but are contacted again once another wait list place becomes available, or when specific requirements (such as specific days requested) can be met.
- All families once enrolled (when the bond is received) are required to give four billing weeks written notice when dropping days or terminating care. This means that a start date of two to four weeks will be given when offering available days.
- The Centre can not guarantee that places will become available exactly when families have requested start dates, or that the exact days will be available. Rooms have a fixed number of children and places per day which needs to be maintained
- Families are kindly asked to email the Centre to remove their name from the waitlist if their circumstances change and they no longer require care.
- Days are secured **only** when the Centre receives the bond (4 weeks full fees). The bond will be held until termination of care, or can be used as the last four weeks fees when terminating care.
- If a family who has accepted days but does not pay the bond within 24 hours will miss out on their place and it will be offered to the next person on the waitlist.
- The Centre has an extensive orientation process to ensure that children and families have a chance to become familiar with staff, policies and routines before their start date.
- A confirmation of acceptance will be sent through to the family once the receipt of deposit has been received via email.
- Once days have been confirmed, a follow up email from the centre email admin@mpgccc.com will be sent with a 4 step process to completing the enrolment pack and a welcome email with all of the current centre information to support a smooth transition into care.
- The enrolment forms must be emailed back with the other relevant information (as outlined in the enrolment pack) before the child's start date in order to process the information and set up your child's file. If the legal documentation is not received prior to start date, the child will not be able to attend care until it is completed.

- The Centre would like to offer as many orientation visits as possible (depending on the families commitment) before the child's official start date.
- Orientation visit must be booked with the Centre to allow for appropriate communication time.
- All forms and paperwork must be completed before the child's first day in care.

The Approved Provider/Nominated Supervisor will ensure that this policy is maintained and implemented at all times.

Sources

Education and Care Services National Law Act 2010

Retrieved October 2017 <https://www.legislation.nsw.gov.au/acts/2010-104.pdf>

Education and Care Services National Regulations 2011 current version 1st Oct to date

Retrieved October 2017 <https://www.legislation.nsw.gov.au/#/view/regulation/2011/653>

Guide to National Quality Standards January 2017

Retrieved October 2017 <http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/NQF-Resource-03-Guide-to-NQS.pdf>

Child Care Service Handbook 2017-2018

Australian Children's Education & Care Quality Authority

NSW Department of Education & Communities

Ombudsman NSW

Retrieved October 2017 NSW Ombudsman.^{1[3]} (2010). *Natural justice/procedural fairness: Public sector agencies factsheet No 14.*, from

https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0017/3707/FS_PSA_14_Natural_justice_Procedural_fairness.pdf

Human Rights and Equal Opportunity Commission Act 1986 (Cwlth) Retrieved October 2017

<https://www.humanrights.gov.au/our-work/legal/legislation>

Mywaitlist.com.au

Review

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

Reviewed: October 2017

Date for next review: October 2018