



# Long Day Care Waiting List Procedure

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## Policy

The Waiting List Procedure falls under the Enrolment and Orientation Policy. In order to allocate places to families with the greatest need for child care support, Hawthorn Early Years will follow Priority of Access guidelines in determining enrolments at the Service. Enrolment and orientation procedures aim to ensure that children and families transition positively and informatively into the Service and that legislative requirements are adhered to. Management and employees are committed to developing a respectful two-way partnership between the family and Service. However, management recognises that there may be some circumstances where the appropriate course of action is the cancellation of a child's enrolment

## Application of Procedure

This procedure applies to the Approved Provider, the Board of Hawthorn Early Years all subcommittees of the Board of Management, employees, students, volunteers, families, children and others attending the programs and activities of Hawthorn Early Years.

## Hawthorn Early Years Is Committed To:

Providing a clear and equitable system form managing enrolments at the Service. This includes the use of a consistent, transparent waiting list process.

## Hawthorn Early Years Waiting List Process

HEY will utilise the following process when managing the long day care waiting list for the Service. Sessional Kindergarten allocations are managed separately by the Boroondara Kindergarten Central Enrolments Scheme (BKCES).

### The Service will:

1. Provide Service tours to families considering placing their child's name onto the waiting list at a pre-arranged time.
2. Endeavour to respond to waiting list queries in a timely manner.

### To place a child's name onto the waiting list parents must:

1. Complete an online waiting list application, accessible via the HEY website. An automated confirmation email will follow a successful application.
2. Have an estimated date of birth to place an unborn child on the waiting list.
3. Pay a once off, non-refundable waiting list fee. This fee is payable per family and additional children can be added to the account at no further charge (refer to Fees Procedure for current amount payable).

**Allocation of places:**

1. Places will be offered in accordance with our Priority of Access Guidelines (refer to Enrolment Procedure for further details).
2. Children must be 4 months old, and have provided a current immunisation statement which shows the child is up to date with their immunisation schedule in order to start attending at HEY.
3. Families who have previously attended HEY and wish to re-attend, will be required to complete a new waiting list application and will be offered a place in line with the above guidelines.

**Acceptance of an offer:**

1. Families will be contacted via phone to be offered a place at HEY. Following verbal acceptance of an offer an official offer will be made via My Family Lounge, with a follow up email containing relevant forms and service information.
2. Families have a pre-determined amount of time to accept the offered place.
3. If an offer is not accepted within the specified time frame the offer becomes void and the next eligible family will be offered the place.
4. An offer may be declined, with the option to remove the child from the waiting list, or adjusting the child's booking request.

**Management of waiting list:**

1. Families are responsible for maintaining the accuracy of information contained in their waiting list application. Should HEY be unable to make contact with a family, their waiting list application may be removed.
2. The Service will contact all families on the waiting list at least twice annually, (typically at the start and middle of the year) to seek updated information about a child or enrolment preferences and ask if they wish to remain on the waiting list. A child's application may be removed from the waitlist should the family fail to nominate to remain on the waitlist by the deadline.

**See also:**

1. Enrolment and Orientation Policy
2. Enrolment Procedure
3. Orientation Procedure
4. Termination of Enrolment Procedure