



## Waiting List Policy & Procedure

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### Statement

Rose Park Community Childcare will ensure that families have fair access to care based on a waiting list, and an equal opportunity to access care according to Commonwealth Priority of Access Guidelines.

### Background

Childcare Centres are required to adhere to 'priority of access guidelines' under the Family Assistance Law.

### Legislative Requirements

Family Assistance Law	Priority of Access Guidelines
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### Procedure

#### NEW FAMILIES

- 1.1 If a place is not immediately available at the Service, new families will be put onto a waiting list.
- 1.2 To ensure a continued place on the waiting list, families are asked to contact the service at least every 3 months to advise if care is still needed, and of any changes to the care required. Failure to do so may result in the withdrawal of the application. This application will be kept on separate file for twelve months at which time it will be disposed of completely.
- 1.3 As long as contact has been maintained, the Nominated Supervisor will organise a place for the child/ren, when the place has progressed on the waiting list and as soon as the needs of the family can be met.
- 1.4 In the case that care is offered, and the family don't want the care yet, a fee will be charged to hold the place, or the care will be offered to another family. If a fee is charged before the family starts, childcare subsidy will not be paid until the child's first physical attendance. This will mean that they family will need to pay full fee to hold the place.
- 1.5 Families using care for respite purposes may only be able to use sessions not required by families meeting the priority of access guidelines. This may mean changing days or sessions when working or studying families require places.

## **2 SIBLINGS**

- 2.1 To assist families already using the Service, and to simplify their child care arrangements, waiting list priority will be given to siblings of children already attending the service, assuming there is not a child with a higher priority of access.
- 2.2 A waiting list application still needs to be submitted at the earliest time possible, and care will only be available according to the Nominated Supervisor's assessment of existing demands in the service with particular regard to licencing regulations and staff to child ratios, i.e. care can only be provided if a place is available.

## **3 CHILDREN OF STAFF MEMBERS**

- 3.1 Staff members will be required to complete a waiting list application form at the earliest opportunity.
- 3.2 Staff members whom intend to place their child in care will work collaboratively alongside educators and management to ensure a smooth, harmonious environment for parent, staff, child and service. Any emotional difficulties that may be faced by the child having a parent in the same building will be dealt with accordingly and on an individual basis. Support will be provided to reach an outcome to suit all parties.
- 3.3 The Service will aim to be flexible for educators who are still breastfeeding.
- 3.4 Care will still only be available according to the Nominated Supervisor's assessment of existing demands in the Service, with particular regard to licencing regulations and staff to child ratios.

## **Other Sources**

N/A

## **Links to other policies**

Enrolment  
Orientation of Children

## **Ongoing training**

N/A

## **Review**

The policy will be reviewed every two years.

**Last reviewed: February 2024**

**Date for next review: February 2026**