



PURPOSE

This policy provides a clear set of guidelines and procedures for:

- enrolling a child at Jells Park Preschool
- the orientation of new families and children into Jells Park Preschool
- ensuring compliance with Victorian and national legislation, including disability discrimination, anti-discrimination, human rights laws, No Jab No Play and Department of Education [DE] Kindergarten Funding Guide.
- ensuring access to participation, especially for vulnerable and disadvantaged children
- ensuring early entry applicants (this includes children younger than three years and children younger than four years old on 30 April in the year they will attend kindergarten) are given equitable access to enrolment.
- adhering to DE's priority of access requirements for both three and four-year-old children



POLICY STATEMENT

VALUES

Jells Park Preschool is committed to:

- families feeling respected, safe and supported during the enrolment process
- ensuring families who may experience barriers to accessing kindergarten are proactively engaged
- being flexible and catering for unique family circumstances and needs
- being transparent in the process and allocation of places through consistent communication and information sharing
- ensuring the registration, allocation and enrolment process is simple to understand, follow and implement
- maintaining confidentiality in relation to all information provided for enrolment
- promoting fair and equitable access to kindergarten programs, including those who face barriers to participation
- enrolling Early Start Kindergarten (*refer to Definitions*) eligible children into full 15 hours of kindergarten program

SCOPE

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children and others attending the programs and activities of Jells Park Preschool, including during offsite excursions and activities.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement, and should not be deleted					
<p>Providing a free kindergarten program to children who turn four years of age by 30 April in the year they will attending, that is delivered by a qualified early childhood teacher, and offering at least:</p>	R				

Providing a free kindergarten program to children who turn three years of age by 30 April in the year they will attending, that is delivered by a qualified early childhood teacher and offering a minimum of 5 hours per week	R				
Communicating to families the days and times the service will operate, planned closures (including public holidays and child-free days), details of any planned alternative sessions, and unplanned teacher absences or emergency situations	R				
Following the Priority of Access criteria to funded programs at Jells Park Preschool, as described in Department of Education's [DE] The Kindergarten Funding Guide (refer to Attachment 1)	R	√	√		
Communicating and providing advice to families regarding the best time to commence kindergarten for children born between January and April	√	√	√		
Supporting inclusion and access through specific funding stream (for eligible families):	R	√	√		

Supporting families whose children may be eligible for early entry to kindergarten or late entry to kindergarten and school exemption (<i>refer to Attachment 2</i>)	√	√	√		
Providing communication to families explaining how they can only access one funded kindergarten program per child, per year.	R	√			
Receiving written confirmation from families confirming they are attending one funded kindergarten program per child, per year	R	√		√	
Considering any barriers to access that may exist, developing procedures that ensure all eligible families are aware of, and are able to access a kindergarten program	R	√	√		
Working with the families to obtain an alternate form of identification if a birth certificate or other official documentation is not available	R	√			
Complying with the <i>Inclusion and Equity Policy</i>	R	R	√	√	√
Ensuring the collection of accurate, consistent and timely kindergarten data, to monitor and proactively manage capacity, utilisation of services and to meet School Readiness Funding requirements	R	R			
Ensuring families have access to:	R	√	√		

Appointing a person to be responsible for the enrolment process and the day-to-day implementation of this policy (refer to Attachment 2 and 3)	R				
Responding to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process as required	√	√	√		
Where applicable; considering access and inclusion for vulnerable children in the allocation of places at the service (refer to Attachment 1 and 2)	R	√			
Where applicable, providing families with consistent and transparent communication on waitlist management processes (refer to Attachment 2)	R	√			
Complying with the service's Privacy and Confidentiality Policy in relation to the collection and management of a child's enrolment information	R	R	R	√	√
Providing opportunities for interested families to attend the open days to observe the program and become familiar with the service prior to their child commencing in the program	√	√	√		
Providing parents/guardians with information about the requirements of the law for enrolment, including obtaining the AIR Immunisation History Statement (refer to Definitions) and accessing immunisation services	R	√	√		
Ensuring parents/guardians are only offered a tentative place until the AIR Immunisation History Statement (refer to Definitions) has been assessed as being acceptable or the child	R	√	√		

has been assessed as eligible for the grace period					
Assessing the child's immunisation documentation as defined by the Immunisation Enrolment Toolkit (<i>refer to Sources</i>) for early childhood education and care services prior to enrolment to determine if the child's vaccination status complies with requirements or whether the child is eligible for the 16-week grace period (<i>refer to Definitions</i>)	R	√	√		
Ensuring that only children whose AIR Immunisation History Statements (<i>refer to Definitions</i>) have been assessed as being acceptable or who are eligible for the grace period (<i>refer to Definitions</i>) have confirmed places in the program	R	√	√		
Advising parents/guardians who do not have an AIR Immunisation History Statement (<i>refer to Definitions</i>) and who are not eligible for the grace period that their children are not able to attend the service and referring them to immunisation services (<i>refer to Attachment 4</i>)	R	√	√		
Taking reasonable steps to obtain an up-to-date AIR Immunisation History Statement (<i>refer to Definitions</i>) from a parent/guardian of a child enrolled under a grace period within 16 weeks from when the child begins attending (Note: the child can continue to attend the service if acceptable immunisation documentation is not obtained).	R	√	√		
Completing the enrolment record prior to their child's commencement at the service and providing all associated enrolment documents and AIR Immunisation History Statement (<i>refer to Definitions</i>) of their child's immunisation status				√	
Where a child is eligible for the 16 weeks grace period, ensuring that the child's immunisations are updated in line with the schedule and providing an up-to-date AIR Immunisation				√	

History Statement (<i>refer to Definitions</i>) to the service					
Taking reasonable steps to obtain an up-to-date AIR Immunisation History Statement (<i>refer to Definitions</i>) from all parents/guardians after enrolment, timing reminders to comply with the maximum seven-month interval (<i>Public Health and Wellbeing Regulations 2019 107, Public Health and Wellbeing Act 2008 Section 143E</i>)	R	√	√		
Ensuring all authorised nominees (<i>refer to Definitions</i>) have been completed on the enrolment record (<i>refer to Definitions</i>) (<i>Regulations 160 and 161</i>)	R	√		√	
Ensuring that the enrolment record (<i>refer to Definitions</i>) both digital and/or hard copy complies with the requirements of <i>Regulations 160, 161, 162</i> and that it effectively meets the management requirements of the service	R	√	√		
Ensuring that enrolment record (<i>refer to Definitions</i>) is kept up to date if family circumstances change, and that services are made aware if they become eligible for additional funding as a result of changed circumstances	R	√	√	√	√
Ensuring that enrolment records (<i>refer to Definitions</i>) are stored in a safe and secure place, and kept for three years after the last date on which the child was educated and cared for by the service (<i>Regulation 183 (1a) (2d)</i>)	R	√	√		
Discussing the individual child's needs with parents/guardians and developing an orientation program to assist them to settle into the service. The service should take into consideration barriers parents/guardians may have in disclosing sensitive information including communication and information barriers and the development of trusting relationships.	R	√	√		

Reviewing the orientation processes for new families and children to ensure the objectives of this policy are met	R	√	√	√	
Ensuring that parents/guardians of a child attending the service can enter the service premises at any time whilst the child is being educated and cared for (<i>Regulation 157</i>), except where this may pose a risk to the safety of children or staff, or conflict with any duty of the approved provider, nominated supervisor, early childhood teachers or educators under the <i>National Law: Section 167</i>	R	R	√	√	√
Taking reasonable steps to contact non-attending families prior to the cancellation of their enrolment (<i>refer to Attachment 5</i>)	√	√	√		
Reviewing enrolment applications to identify children with additional needs (<i>refer to Definitions and the Inclusion and Equity Policy</i>)	√	√	√		
Encouraging parents/guardians to:	√	√	√	√	
Assisting parents/guardians to develop and maintain a routine for saying goodbye to their child	√	√	√	√	
Sharing information with parents/guardians concerning their child's progress with regard to settling into the service	√	√	√	√	
Discussing support services for children with parents/guardians, where required such as Pre School Field Officer, Early Intervention Programs, and Maternal Health Services	√	√	√	√	

Developing strategies to assist new families to:					
	√	√	√	√	
Reading and complying with this <i>Enrolment and Orientation Policy</i>	R	R	R	√	√
Updating information by notifying the service of any changes as they occur, for example if the child or family becomes known to Child Protection				√	
Notifying Jells Park Preschool in writing [if possible] if they wish to cancel their enrolment.				√	



PROCEDURES

The information contained within the procedure is to be used as a guide and modified according to the services context.

GENERAL ORIENTATION PROCEDURES

The time required for orientation and settling in will vary for each child and their family, therefore it is important to be flexible and individualise orientation for each family.

- Offer families the opportunity to visit the service at different times during the day/session, this allows the child and their family to become familiar with the various routines of the service
- Provide reassurance to the family that they may stay with their child for as long as they choose during orientation and once the child commences
- Provide the family with suggestions for developing and maintaining a routine for saying goodbye to their child
- Reassure the family:
 - they can leave their child initially for a shorter day, gradually increasing the length of time
 - they may call and speak to their child's early childhood teacher or educator(s) at an agreed time
 - the early childhood teacher/educators will keep them informed on how their child is settling in
 - they will be informed about any changes or circumstances which may affect them or their child.
- Further considerations may include but are not limited to:
 - send an email during the day to update the family on their child including a photo of the child (if the child has settled in) (*refer to the information and Communication Technology Policy*).
Note: For children in out-of-home care, the educator may need to seek permission from Child Protection before taking and distributing photos of the child
 - asking the family how they have settled in and if they have any questions or concerns.
- Refer to *Attachment 2* for the general kindergarten registration and enrolment procedures
- Refer to *Attachment 5* for cancellation of enrolment and non-attendance procedures.

BACKGROUND AND LEGISLATION



BACKGROUND

The *Education and Care Services National Regulations 2011* require approved services to have a policy and procedures in place in relation to enrolment and orientation (*Regulation 168(2) (k)*).

It is intended by 2022 that all eligible Victorian children (*refer to Definitions*) will have access to two years of kindergarten before commencing school. Where demand is higher than availability, approved providers must adhere to their eligibility and DE's Priority of Access criteria (*refer to Definitions and Attachment 1*) in order to allocate the available places. The criteria used to determine the allocation of places takes account of the requirements set out in DE's Kindergarten Funding Guide (*refer to Sources*), the service's philosophy, values and beliefs, and the provisions of the *Equal Opportunity Act 2010*. The Victorian Government requires funded organisations to ensure that their policies and procedures promote equal opportunity for all children. Services participating in a central registration and enrolment scheme are required to comply with the registration and/or enrolment procedures of that scheme.

The Central Registration and Enrolment Scheme (CRES), co-designed by DE provides access to families to register for and secure a place for their children in kindergarten. It is a collaborative model that brings together councils, service providers, MCH staff, support services and other stakeholders to support children and their families. In 2020 more than half of all local councils across Victoria operate a form of central enrolment or central registration scheme. These schemes provide a single point of entry for families, simplifying the kindergarten enrolment process and improving equity of access.

Immunisations are an effective means of reducing the risk of vaccine preventable diseases. Early childhood education and care services which are regulated under the *Education and*

Care Services National Law Act 2010 and Education and Care Services National Regulations 2011 have legislative responsibilities under the *Public Health and Wellbeing Act 2008* to only offer a confirmed place in their programs to children with an Australian Immunisation Register (AIR) Immunisation History Statement (*refer to Definitions*).

LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulations 160, 161, 162, 168, 170, 171, 177, 181, 183
- Equal Opportunity Act 2010 (Vic)
- National Quality Standard, Quality Area 6: Collaborative Partnerships with Families and Communities
- Public Health and Wellbeing Act 2008 (Vic)
- Public Health and Wellbeing Regulations 2019 (Vic)
- Sex Discrimination Act 1984 (Cth)

The most current amendments to listed legislation can be found at:

Victorian Legislation – Victorian Law Today: www.legislation.vic.gov.au

Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au



DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms e.g. approved provider, nominated supervisor, notifiable complaints, serious incidents, duty of care, etc. refer to the Definitions file of the PolicyWorks catalogue.

Access to Early Learning (AEL): a program for a child who is at least three years old on April 30th in the year of enrolment, providing intensive support to eligible families with multiple and complex needs, assisting them to access universal kindergarten programs.

Australian Immunisation Register (AIR) Immunisation History Statement: The AIR is a national register administered by Medicare that records all vaccinations given in Australia, including to children. In the case of medical contraindication, an authorised medical practitioner completes and signs a Medical Exemption Form and supplies it to the AIR (previous forms of documentation, for example a letter from a GP or local council, are no longer acceptable).

Authorised nominee: (In relation to this policy) is a person who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. These details will be on the child's enrolment form.

Children/families experiencing vulnerability and/or disadvantage (in relation to this policy): children are vulnerable if the capacity of parents and family to effectively care, protect and provide for their long-term development and wellbeing is limited. Some factors which may contribute to a child experiencing vulnerability include: a child with a disability; living in a family with a low income, or one which is experiencing problems with housing, domestic violence, substance abuse, or mental health; known to child protection; in statutory out-of-home care; Aboriginal and/or Torre Strait Islander, having a culturally and linguistically diverse

background; having a young or sole parent, or a parent with a disability (adapted from the Kindergarten Funding Guide)

Children with additional needs: Children whose development or physical condition requires specialist support or children who may need additional support due to language, refugee or asylum seeker experience, complex trauma, cultural or economic circumstances (*refer to Inclusion and Equity Policy*) (*refer to Children/families experiencing vulnerability and/or disadvantage Definition*).

Central Registration and Enrolment Scheme (CRES): CRES provides a single point for families to apply for multiple kindergarten services within a local government area, helping them secure a place that meets their needs and enabling funded kindergartens to work collaboratively with other services to engage vulnerable and disadvantaged families.

Deferral: When a child does not attend in the year when they are eligible for a funded kindergarten place or is officially withdrawn from a service prior to the annual confirmation in April DE considers that this child has not accessed a year of funded kindergarten and is therefore eligible for a DE funded kindergarten place in the following year.

Early Start Kindergarten (ESK): Early Start Kindergarten provides eligible children with 15 hours of free or low-cost kindergarten each week led by a qualified Victorian Institute of Teaching (VIT) registered teacher. ESK is available to children who are at least three years old by 30 April in the year they are enrolled to attend the program and are:

- from a refugee or asylum seeker background, or
- Aboriginal and/or Torres Strait Islander, or
- known to child protection.

These children can also access free or low cost year-before-school kindergarten through the ESK Extension Grant regardless of whether they have accessed ESK in the previous year.

Early Start Kindergarten extension grants: provides eligible children with 15 hours of free or low cost kindergarten each week led by a qualified VIT registered teacher. The ESK extension grants are available to children attending kindergarten in the year-before-school and are:

- not eligible for the Kindergarten Fee Subsidy
- from a refugee or asylum seeker background, or Aboriginal and/or Torres Strait Islander, or
- known to child protection.
- A child is not required to access ESK in the previous year to access the ESK extension grant.

Eligible child: as defined by the Victorian DE Kindergarten Funding Guide:

- a child who is at least four years old on 30 April in the year of attendance; enrolled for at least 15 hours per week or 600 hours per year in a Four-Year-Old Kindergarten; and not enrolled at a funded kindergarten program at another service
- a child who is at least three years old on 30 April in the year of attendance and is enrolled in a funded Three-Year-Old Kindergarten for a minimum of 5 hours per week
- any child that is enrolled in an early childhood and education and care service must have an AIR Immunisation History Statement that indicates that the child is fully vaccinated for their age or who qualifies for the 16-weeks grace period

Enrolment deposit: A charge to secure a place that has been offered in a program at the service. This should not act as a barrier to enrolling for any families. Services must ensure that families understand that the enrolment deposits will only be refunded if the child commences in the service (*Refer to Free Kindergarten Fees policy*)

Enrolment record: the collection of documents which contains information on each child as required under the National Regulations (*Regulations 160, 161, 162*) including but not limited to parent details; emergency contacts; authorised nominee; transportation authorisations, details of any court orders; and health information including immunisation status. Enrolment records are stored securely in the service due to their confidential nature.

Kindergarten registration fee: a payment to cover administrative costs associated with the processing of a child's enrolment application for a place in a program at the service, if applicable. (*Refer to Free Kindergarten Fees policy*)

Kindergarten registration form: The process of families providing initial information about their child to confirm their intention to enrol in kindergarten, administered by the CRES Provider (*refer to Definition*) or by the kindergarten service. This includes collection of basic contact information, kindergarten preferences and any other details that may inform prioritised allocation in kindergarten (*refer to Attachment 3*)

Grace period: allows specific categories of children of families experiencing vulnerability and disadvantage to enrol and attend the service without an AIR Immunisation History Statement (*refer to Definitions*) or when the statement is assessed as not being up to date. Services complete the grace period eligibility form with families during enrolment and keep a copy with the child's enrolment record. The 16-week grace period starts on the first day of the child's attendance at the service. During the grace period, the service is required to take reasonable steps to obtain the AIR Immunisation History Statement (*refer to Definitions*) and to encourage families to access immunisation services.

Local Government Area (LGA): a geographic area governed by a local council or shire.

Priority of access: in instances where more eligible children apply for a place at a service than there are places available, the service must allocate spaces using the criteria outlined in the DE Kindergarten Funding Guide (*refer to Attachment 1 and Sources*).

Registration: The process of families and carers giving initial information about their child to confirm their intention to enrol in kindergarten, administered by the service provider/EYM/CRES Provider. This includes collection of basic contact information, kindergarten preferences and any other details that may inform prioritised allocation in kindergarten.

School Readiness Funding: funding provided by DE for programs and supports that builds the capacity of kindergarten services, educators and families to support children's learning and development outcomes.

Second year of funded four-year-old kindergarten: second year eligibility may be considered when a child shows delays in key outcomes of learning and development. An assessment is carried out for each child by an early childhood teacher in Term 4 (the year before the child is to attend school) when a second year is being considered.

SOURCES AND RELATED POLICIES

SOURCES

- Australian Childhood Immunisation Register: www.servicessaustralia.gov.au
- Australian Government Department of Health, National Immunisation Program Schedule: www.health.gov.au
- Department of Health and Human Services, Immunisation enrolment toolkit for early childhood education and care service: www2.health.vic.gov.au
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011: www.acecqa.gov.au
- Guide to the National Quality Standard: www.acecqa.gov.au
- The Kindergarten Funding Guide (Victorian Department of Education): www.education.vic.gov.au

RELATED POLICIES

- Acceptance and Refusal of Authorisations
- Compliments and Complaints
- Dealing with Infectious Disease
- Fees
- Inclusion and Equity

- Privacy and Confidentiality

EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:



- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk ([Regulation 172](#)).

ATTACHMENTS



- Attachment 1: Attachment 1 – Eligibility and priority of access criteria for 3 and 4-year-old funded kindergarten program
- Attachment 2: General kindergarten registration and enrolment procedures
- Attachment 3: Sample kindergarten registration form for non CRES services
- Attachment 4: Letter for parents/guardians without acceptable immunisation documentation
- Attachment 5: Cancellation of enrolment and non-attendance

AUTHORISATION

This policy was adopted by the approved provider of Jells Park Preschool on 5/08/2019.

REVIEW DATE: 5th May 2023

NEXT REVIEW DATE: April 2024



ATTACHMENT 1. ELIGIBILITY AND PRIORITY OF ACCESS CRITERIA

FOR A FUNDED KINDERGARTEN THREE OR FOUR-YEAR-OLD KINDERGARTEN PROGRAM

The approved provider must notify all families of the priority of access (PoA) policy that applies when they enrol their child.

In instances where more eligible children apply for a place at a kindergarten service than there are places available, services must:

- prioritise children based on the Department of Education (DE) criteria listed in the table below
- work with other local kindergarten services and the regional DE office to ensure all eligible children have access to a kindergarten place.

These criteria must be used by the approved provider when prioritising enrolments. Guidance is available from the Department's regional offices if required.

Service providers should build flexibility into their enrolment processes that consider the circumstances of families from priority groups.

If participating in a central registration and enrolment scheme, the CRES provider will allocate places in accordance with DE's PoA criteria, and other local criteria if applicable

Services must first apply the DE's PoA criteria, and following this may apply locally developed criteria, as per examples below.

All information relating to PoA criteria should be respectfully collected from families upon enrolment, recorded in the child's confidential enrolment record and entered into the Kindergarten Information Management (KIM) system, where applicable.

DE's Priority of Access criteria

High priority children	Criteria and processes for verifying need(s)
<p>Children at risk of abuse or neglect, including children in Out-of-Home Care</p>	<p>The child is:</p> <ul style="list-style-type: none"> • eligible for ESK or AEL, and/or • family, carer or legal guardian identifies the child as known to Child Protection or in out-of-home care, and/or • referred by one of the following: <ul style="list-style-type: none"> • Child Protection • Child and family services (family services referral and support)

		<ul style="list-style-type: none"> • team, Child FIRST/integrated family services/Services Connect case worker) • Maternal and Child Health nurse • out-of-home care provider.
Aboriginal and/or Torres Strait Islander children	As part of the enrolment process, service providers must respectfully ask families 'is your child Aboriginal and/or Torres Strait Islander?' and record this information in KIMS	
Asylum seeker and refugee children	Child or family holds a visa or supporting documentation and information, including an ImmiCard, identifying the child and/or parents, carers or legal guardians as a refugee or asylum seeker and/or Referred as a refugee or asylum seeker by a CALD outreach worker.	
Children eligible for the Kindergarten Fee Subsidy	A child or parent holds a Commonwealth Health Care Card, Pensioner Concession Card, Veteran's Affairs Card, or The child is identified on their birth certificate as one of a set of triplets, quadruplets or more.	
Children with additional needs, defined as children who:	The child: program, and/or	<ul style="list-style-type: none"> • holds a Child Disability Health Care Card, and/or • has previously been approved for Kindergarten Inclusion Support (KIS) • has been referred by: • the National Disability Insurance Scheme • Early Childhood Intervention Services • Preschool Field Officer • Maternal and Child

	<p>Health nurse, or</p> <ul style="list-style-type: none">• is assessed as having delays in 2 or more areas and is declared eligible for a second year of funded Four-Year-Old Kindergarten.
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Examples to consider for second priority

- children who turn four years of age by 30 April in the year they will attend kindergarten; or
- children who turn three years of age* by 30 April in the year they will attend kindergarten
- children turning six years of age at kindergarten who have been granted an exemption from school-entry age requirements by the regional office of DET
- children who have a sibling that has previously attended the same kindergarten as their first preference
- home address falls within the same suburb as the kindergarten
- family lives, works, studies or attends child care in [LGA]

Examples to consider for third priority

- service for transient families e.g. RAAF, seasonal workers and tourism workers
- date of application
- local community zoning
- full fee paying families

Note: DE's PoA guidelines are to ensure that kindergarten programs are available to those children who stand to benefit the most from attending early education. In mixed age groups, PoA guideline will equally prioritise three and four-year-old children that are considered high priority. Where programs for three- and four-year old children are provided separately, the PoA criteria will be applied separately for each age cohort.

* Early Start Kindergarten and Three-Year-Old Kindergarten

During the roll-out of Three-Year-Old Kindergarten, Early Start Kindergarten (ESK) (*refer to Definitions*) will continue to provide 15 hours a week of funded kindergarten for all eligible children up until 2029, when three-year-old children across the state will have access to 15 hours

It is important to continue to enrol eligible children in ESK, even if funded Three-Year-Old Kindergarten is available at the service.

The Kindergarten Funding Guide 2023 states for ESK funding, service providers should:

- provide up to 15 hours in a kindergarten program free of charge and maximise access to 15 hours of kindergarten (children accessing ESK can be enrolled in a 3-year-old group, a 4-year-old group, a mixed age group or a combination of groups in order to access the full 15 hours per week)

This guarantees that children experiencing vulnerability will continue to be enrolled in the full 15 hours of kindergarten in all service settings, including long day care. It also ensures that service providers can continue to receive all funding entitlements.

Service providers are expected to continue to provide the full 15 hours funded through Early Start Kindergarten, even in instances where three-year-old groups are being offered fewer than 15 hours.

ESK is available to children who turn three years of age by 30 April in the year of enrolment and who:

- are Aboriginal and/or Torres Strait Islander
- are known to Child Protection
- have a refugee or asylum seeker background*

*Children/families without a current refugee visa or ImmiCard who have a recent refugee experience may be eligible by exception for Early Start Kindergarten, for more information contact your local Department of Education and office.

Refer to the Department of Education's website for up-to-date information: www.education.vic.gov.au

ATTACHMENT 2. GENERAL KINDERGARTEN REGISTRATION AND ENROLMENT PROCEDURES

The information contained within this attachment is to be used as a guide and modified accordingly for kindergarten services that are not part of a CRES

KINDERGARTEN REGISTRATION PROCESS

Stage	CRES Role	Family Role	Kindergarten Role
1. Proactive engagement and awareness	Ensures families are aware of the importance of ECEC, the CRES and available assistance to help them engage with the CRES.	Searches for information about ECEC and CRES. Receives information from a service provider, MCH staff or support service they have contact with.	Communicates information about ECEC and CRES to families Obtains consent for family contact details to be shared with Monash Council
2. Registration	Obtains information about children to initiate the process of allocating places.	Completes a registration form.	Supports families to complete registration forms if they find it difficult, or refers them directly to Monash Council.
3. Allocation	Equitably allocates kindergarten places and optimise the supply and demand of places.	Receives an update on the progress of their registration.	
4. Confirmation and communication	Clearly communicates with families and carers to confirm their allocated place and inform service providers of their enrolment list.	Accepts their offer of place or rejects the offer and goes on a waiting list.	Supports families to understand what an offer means and what they need to do next.
5. CRES planning, maintenance and development	Plans for success every year by evaluating and improving the CRES.	Begins to engage with the service provider to start the enrolment process.	Supports families to enrol and begin kindergarten. Provides feedback to Monash Council about your experience so they can improve it for the coming year.

* If the kindergarten believes a family will need extra support completing a registration form or are likely to miss the first round registration date, refer them to the [CRES Provider] with the attached referral form. [CRES Provider] will follow up with this family or carer to offer support in getting their children into kindergarten.

Kindergarten registration dates

If families miss the registration close deadline, they can still register although they will be placed into a pool for second-round (or even later rounds) of allocation and are less likely to get their top preference. After second round offers have been confirmed, Monash Council will continue to allocate children to kindergarten places where they are available. More places may become available as children move kindergartens or withdraw, or when kindergartens add capacity.

Date	Activity
Prior to June 30th in year before attendance	Registrations open
June 30th	Registrations close*
1st week of term 3	First round offers
	Acceptance of first round offers due
	Second round offers
	Acceptance of second round offers due
	Subsequent offers on an individual basis

*Registrations will still be accepted after 30 May, but registrations received prior will be allocated first. Children eligible for Priority of Access will be prioritised regardless of when registration is received.

Registration

The quickest way to complete a registration form is online at <https://kinder.monash.vic.gov.au/Public/Login.aspx>

Families can also complete a paper form and post it to Monash Council . Registration forms are provided by CRES to the kindergarten service and distributed to families. A separate registration form must be completed for each child.

Families cannot register directly with the kindergarten that are part of the CRES, they must go through the centralised registration process. Kindergarten's can direct families to register through Monash Council and assist them to complete the registration.

To fill out the registration form, families will need to provide information about themselves and their child. At this stage they do not need to attach any supporting documentation.

The registration form asks families for:

- Basic information about the child including name, date of birth, language spoken at home, previous kindergarten attendance and immunisation status.
- Details of any additional support the child might require due to a disability including intellectual, sensory or physical impairment.
- Contact details for the family or carer and any additional adults that should be kept informed throughout the process (e.g. another family member, a case worker or other support service staff member the family or carer trusts).
- Whether the child is identified as fulfilling any of the following criteria:
 - Is Aboriginal or Torres Strait Islander
 - Is from a multiple birth (triplet or greater)
 - Is known to Child Protection
 - Is in Out-Of-Home Care
 - Holds, or has a family member who holds, a Commonwealth Health Care Card, Commonwealth Pensioner Concession Card, Department of Veteran's Affairs Gold Card or White Card, or a Refugee or Asylum Seeker Visa.

It is strongly recommended that you **do not collect** documents proving the child's birth date, address, visa status, concession card status or similar at the registration stage. A statement at the end of the registration form that certifies the information provided is true can suffice as a legal declaration.

This will make accessing kindergarten as easy as possible for families, particularly those who are experiencing vulnerability or disadvantage. Gathering documentation can be a barrier for many families and carers attempting or completing the form and establishing contact with the CRES. Once registered, the CRES Provider, the kindergarten service, MCH or support service staff can assist the family or carer to gather documentation for the enrolment stage.

If your CRES does require documentation at this stage and this cannot be changed, include the information below.

- Proof of identity: Where a birth certificate cannot be produced, other acceptable evidence of a child's full name and date of birth includes:
 - Statement from the Australian Immunisation Register (AIR)
 - Medicare card
 - letter from the doctor or midwife who attended the birth
 - doctor's note attesting to a child's age
 - passport
 - citizenship documents or Australia visa documents or Immicard.
- Proof of residence: a utility bill, rental agreement or rates notice with family name and address (this must be the main residence of the child).
- Subsidy card and immigration visas (where applicable).
- Documents from Family Support Services or a MCH nurse confirming high support needs and/or disability, or letter from a doctor for complex medical needs (where applicable).
- Other proof required to verify the child meets local criteria.
- Credit card (to pay the registration fee). The fee can also be paid in person at their nearest council office. This fee is waived for all families and carers eligible for ESK/KFS/priority allocation.

Enrolment

Once a kindergarten place has been accepted, the enrolment process can begin.

To enrol a child, families will need to provide copies of (if not already done so):

- Proof of identity: child's birth certificate, birth notice or passport
- Proof of residence: a utilities bill, rental agreement or rates notice with your family name and address (this must be the main residence of your child).
- Concession cards and immigration visas (where applicable).
- Documents from Family Support Services or a Maternal and Child Health nurse confirming high support needs and/or disability or letter from a doctor for complex medical needs (where applicable).
- Immunisation History Statement (unless experiencing vulnerability or disadvantage, at which point they can take advantage of a 16-week 'grace period'. More information is available at <https://www2.health.vic.gov.au/public-health/immunisation/vaccination-children/no-jab-no-play/immunisation-enrolment-toolkit>)

- Documents detailing any medical conditions or requirements the child has.

* Where a birth certificate cannot be produced, other acceptable evidence of a child's full name and date of birth includes:

- statement from the Australian Immunisation Register (AIR)
- Medicare card
- letter from the doctor or midwife who attended the birth
- doctor's note attesting to a child's age
- passport
- citizenship documents or Australia visa documents or Immicard.

Kindergartens may also require additional documentation. The kindergarten should ensure that information regarding any additional documentation is easily accessible for families, carers and support services.

Enrolment Records

Enrolment records (*refer to Definitions*) form part of the enrolment procedure and are completed by families after they have been allocated a place, and before commencing attendance. An example enrolment form can be found on the DE website: www.education.vic.gov.au

Cancellations

Families to notify Jells Park Preschool in writing of their intention to leave the service.

Second year of funded Four-Year-Old Kindergarten

- All children in Three-Year-Old Kindergarten will be expected to transition to Four-Year-Old Kindergarten in the following year. A funded second year of kindergarten will only be available for children in the Four-Year-Old Kindergarten program who meet the criteria.
- Families of children who have been determined as eligible for a second year must complete and submit a kindergarten registration form for a second year, signed and dated by the early childhood teacher.
- It will be weighted with the relevant points and allocated accordingly.
- A Declaration of Eligibility Form for a second year of kindergarten must be completed and submitted to the relevant funding authority.

Early entry to kindergarten

- Early entry to school is approved only when exceptional circumstances apply and is subject to an application process and rigorous eligibility criteria.
- It is the responsibility of the parent, carer or legal guardian to obtain all relevant cognitive assessment/s and/or other reports and evidence to support their child's application, including written advice from a professional confirming the child is at risk of long-term educational disadvantage if early entry to school is not approved.

Should parents, carers or legal guardians decide to request early entry to Four-Year-old Kindergarten for their child, the following requirements must be met:

- the child must be at least 3 years and 6 months on or before 30 April in the year they attend the funded kindergarten program
- parents, carers or legal guardians must make a written request for early entry to school to their local Area Executive Director or directly to the principal of a non-government school dependent on whether the child is intending to attend a government or non-government school
- parents, carers or legal guardians must provide the kindergarten service provider with a written response from the department or the nongovernment school acknowledging the family has requested early entry to school
- the kindergarten service provider must keep a copy of the written response from the department or non-government school with the child's kindergarten enrolment records.

Children Older than the Eligible Preschool Age

- Children who will turn six during the preschool year must apply for an exemption from school from the relevant their local ECIB that their child is seeking an exemption from school by submitting an Exemption from school due to attendance in kindergarten program form to the appropriate departmental regional office by 1 November in the year prior to the child turning 6.
- The kindergarten service must sight the approved exemption form from relevant education authority and note that it has been sighted on the child's enrolment record. Data on the number of children attending Kindergarten who are six years plus, and confirmation that the exemption was sighted for each child, must be provided as part of funding data collection process.
- Children who will turn 6 while attending their second year of Four-Year-Old Kindergarten can be exempted from school if a Declaration of eligibility for a second year of funded kindergarten has been completed by the child's kindergarten teacher.

Withdrawal

Some children who have commenced Kindergarten may benefit from withdrawing from the program, in order to access Kindergarten in the following year.

- A withdrawal can occur without any impact on government funding for that child's place the following year, only if it is implemented **before** the first funding data collection that occurs in, or early March each year.

Adapted from the Kindergarten Funding Guide, 2023

-

REGISTRATION FORM EXAMPLE



Monash Central Registration System Preschool Services

Login

Central Registration System Login

Email

Password

[Forgot Password?](#)

If you don't already have an account
you can create one now.



Click on Create New
Account

Contact council if you believe an account should already exist but you don't have the details.

New Account

New Account

Confirmation

Exit System

Account Information

Please enter your details

First Name*

Last Name*

Please provide at least one phone number*

Home Phone Work

Mobile Fax

The email address you enter below will be the User name you use when you log into the system once you are registered.

Email*

Confirm Email*

Confirmation

New Account

Confirmation

Exit System

Success

Your Account has successfully been created.

Please check your email to confirm your account.

Login Now

Check your email

Update your password

Change Password

Logged In:

Change Password

Your password was successfully changed.

Next

Complete Profile

Logged In: [Redacted]

- Parent Information
- Exit Application

Parent Information

Please fill in your details.

Email [Redacted]

Change Email

Name [Redacted]

Please fill in at least one form of contact*

Tel []

Work []

Mobile []

Fax []

Preferred Method* [Email v]

Current Residential Address

If you live within the Council area, please use the Council Address below to select your address. Use the Other Address button only if you live outside the Council area.

Other Address

Council Address

Selected Address Not Set

Postal Address

You can prefill your address from your residential address. Otherwise please enter your details.

Edit Address

Residential

Selected Address Not Set

Additional Information

Please provide the following information, it will be used when registering children.

Country of Origin [Australia v]

Language Spoken at Home [English v]

Do you require an interpreter? Yes No

Exit

Next



Home Logged In:



- Register a Child
- Change Profile
- Change Password
- Logout

Children

Name	Date of Birth (Age)	Services
Currently no children have been registered.		

Applications

Application	Name	Status	Modified
Currently no applications are pending.			

Click on "Register a child"

Register a Child Logged In:

- Child Details
- Parent/Guardian Details
- Register for Services
- Circumstances
- Attachments
- Application Summary
- Exit Application

Child Details

Child's First Name*

Child's Last Name*

Child's Gender:*

Date of Birth*

Country of Birth*

Cultural Background

Complete all details
Click "Next"

Register a Child

Child:

- Child Details
- Parent/Guardian Details
- Register for Services
- Circumstances
- Attachments
- Application Summary
- Save and Exit

Parent/Guardian Information

Note: To change your name, address and contact numbers please update your profile.

[Update Profile](#)

Name

Current Residential Address

Postal Address

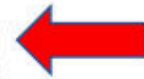
Phone Contact

Relationship to Child*

Country of Origin*

Preferred Language*

Do you require an interpreter? Yes No



Check information
Click "Next"

< Previous

Next >



Monash Central Registration System Preschool Services

Parent/Guardian Details

Logged In:

- Child Details
- Parent/Guardian Details
- Register for Services
- Circumstances
- Attachments
- Application Summary
- Save and Exit

Fill these mandatory fields to continue -
Parent 1 - Relationship to Child

Parent/Guardian Information

Note: To change your name, address and contact numbers please update your profile.

[Update Profile](#)

Name

Current Residential Address

Postal Address

Phone Contact

Relationship to Child*

Country of Origin*

Preferred Language*

Do you require an interpreter? Yes No



Ensure all fields are
complete
Click "Next"

< Previous

Next >



Register a Child

Child:

- Child Details
- Parent/Guardian Details
- Register for Services
- Attachments
- Application Summary
- Exit Application

Service Registration

You can register for services from this page. Note: You must select at least one service to register your child.

Use the buttons below to apply for a service, or change the application. Please remember to click the 'Next' button below after you have created, or updated, the service registration. This application will only be complete, and will be sent to Council, after you have completed all pages associated with this application.

Register for 3yo Kindergarten

Apply

Register for 4yo Kindergarten

Apply

< Previous

Next >

Select which age group you wish to apply for.

You can apply for 3 & 4 YO kinder at the same time if you wish.



Register a Child

Child:

Child Details

Parent/Guardian Details

Register for Services

Circumstances

Attachments

Application Summary

Exit Application

4yo Kindergarten

Specify the year for which you will be requiring the service. Note that the child must be 4 years old on 30 April of that year to be eligible for the service.

Year Attending: Age when attending: 4y 2m

The box on the left shows the list of participating Centres. Drag your preferred Centres from the box on the left to the Selected Centres box on the right. Arrange the Selected Centres in order of preference so your preferred Centre is at the top of the list, and the second preferred Centre is second in the list, and so on. Do this by dragging the names in the Selected Centres box into your preferred order. You must select at least 1 Centre, and no more than 4 Centres.

Centres

- Appletree Hill Preschool
57 Shephard Road, GLEN WAVERLEY VIC 3166
- Ashwood Memorial Preschool
17A Arthur Street, ASHWOOD VIC 3147
- Best Chance
633 Fernside Outly road, GLEN WAVERLEY VIC 3166
- Brandon Park Preschool
7 Collingum Avenue, WHEELERS HILL VIC 3100
- Brentwood Preschool
80 Viewmount Road, GLEN WAVERLEY VIC 3160
- Clayton Preschool
Clayton Community Centre, Cooke Street, CLAYTON VIC 3168
- Columbia Park Preschool
28-29 Columbia Drive, WHEELERS HILL VIC 3100
- Dover Street Preschool
19 Dover Street, OAKLEIGH EAST VIC 3166
- GEKA Sacred Heart
Sacred Heart Primary School, 3-4 Mora Avenue, OAKLEIGH VIC 3166

Selected Centres

- Ashwood Children's Centre
8 Yvoralla Street, ASHWOOD VIC 3147



Click on service name and drag to Selected Centre column.

Ensure the kindergartens are in order of preference.

Select the year you wish to attend

Cancel

Next



Click "next" once kinder selections are complete

Register a Child

Child:

- Child Details
- Parent/Guardian Details
- Register for Services**
- Circumstances
- Attachments
- Application Summary
- Exit Application

Service Registration

You can register for services from this page. Note: You must select at least one service to register your child.

Use the buttons below to apply for a service, or change the application. Please remember to click the 'Next' button below after you have created, or updated, the service registration. This application will only be complete, and will be sent to Council, after you have completed all pages associated with this application.

Register for 3yo Kindergarten

Apply

Register for 4yo Kindergarten

Change



Tick appears next to completed registration

< Previous

Next >



Click "next" once registrations are complete

Child Details

Parent/Guardian Details

Register for Services

Circumstances

Attachments

Application Summary

Exit Application

Answer all yes
and no questions
Then click "Next"

Circumstances

Answer all questions carefully, filling in any details as required. As part of the application process you will be required to upload supporting documents during the next step.

Resident of Monash / Rate Payer of Monash

Do you live in the City of Monash or pay rates to the City of Monash? If yes, please upload supporting documentation in the next section.

Yes No

Did this child attend 3yo Kinder at their first preference Kindergarten?

Yes No

Do you have an older child who attended the first preference Kindergarten in the last 3 years?

Yes No

Are there any court orders associated with this child? If yes, please upload supporting documentation in the next section.

Yes No

Priority of Access

Is this child:
attending a three year old kindergarten program through Early Start Kindergarten or Access to Early Learning or referred by:

Child Protection

Child and Family services (family services referral and support team, Child FIRST)

Maternal and Child Health nurse or

Out-of-Home Care provider

Yes No

Do you identify as being a Torres Strait Islander?

Yes No

Do you identify as being Aboriginal?

Yes No

Do you have a VISA that identifies you and/or your child as being a refugee or asylum seeker?

Yes No

Do you or your child have a Commonwealth Health Care Card, Pensioner Concession Card or Veteran's Affairs Card?

Yes No

Is this child part of a multiple birth?

Yes No

Attending Oakleigh Primary School

Have you selected Oakleigh Primary School Kindergarten as your first preference?

Yes No

- Child Details
- Parent/Guardian Details
- Register for Services
- Circumstances
- Attachments**
- Application Summary
- Exit Application

Attachments

Application Documents

Please review the documents below and ensure you provide all required items.

Required Document	Description
Proof of Address	Proof of Address *
Proof of Immunisation status	Immunisation schedule or copy of child health book
Proof of Date of Birth	Birth certificate or passport

Upload Supporting Documents

Upload additional documents that may support your application
please upload the following documents before proceeding.

have a nice day

Proof of Address No file chosen

Document Type	File Name
Currently no documents have been uploaded.	



Attach all required documents

- Proof of address
- Immunisation certificate
- Birth certificate
- Court orders (if applicable)



Click Next once all documents are uploaded

- Child Details
- Parent/Guardian Details
- Register for Services
- Circumstances
- Attachments
- Application Summary**
- Exit Application

Review information in Application Summary

Application Summary

Please review the following information to ensure its validity before submitting.

Once you complete this page and submit, your application will be sent to Council and you will receive an email confirming your application soon after. Please contact Council if you do not receive the confirmation email.

Once you have submitted the application it will appear on your home view in the Applications area until it has been processed by council.

Application Details

Application Type	Register a Child
Application Reference	XCHGCC11Y01
Name	[REDACTED]
Submitted	10-Mar-2022 09:21 AM

Parent / Guardian

Parent	Details	Contact Methods
[REDACTED]	Country of Origin: Australia Language: English (Interpreter not requested)	Address: [REDACTED] Postal: [REDACTED] Mobile: [REDACTED] Email: [REDACTED]

Child

Child	Details
[REDACTED]	Gender: Male Country Of Birth: Australia

Services

Service Type	Details	Preferences
4yo Kindergarten Year Attending: 2022		Ashwood Children's Centre Pref:1

Resident of Monash / Rate Payer of Monash

Do you live in the City of Monash or pay rates to the City of Monash? If yes, please upload supporting documentation in the next section.

Yes

Did this child attend 3yo kinder at their first preference Kindergarten?

No

Do you have an older child who attended the first preference Kindergarten in the last 3 years?

No

Are there any court orders associated with this child? If yes, please upload supporting documentation in the next section.

Declaration

I declare that the information provided in this application is true and correct to the best of my knowledge.
I understand that this form is a legal document and penalties exist for providing false or misleading information.

First Name

Last Name

Relationship to Child



Complete declaration

< Previous Next >



Click "next" once declaration is complete

Submit payment details

Previous Submit



Click "Submit" once payment is made.



Monash Central Registration System

Preschool Services

Home Logged In:

- Register a Child
- Change Profile
- Change Password
- Logout



Click on log out.
You will receive an automated email confirming submission of application.

Children

Name	Date of Birth (Age)	Services
Currently no children have been registered.		

Applications

Application	Name	Status	Modified	
Register a Child	 	Submitted	10-Mar-2022	View

ATTACHMENT 4. LETTER FOR PARENTS/GUARDIANS WITHOUT ACCEPTABLE IMMUNISATION DOCUMENTATION

Jells Park Preschool

[Address]

[Insert date]

Dear [insert name]

Re: Enrolment at Jells Park Preschool for [insert year]

I am contacting you regarding your tentative place for [insert child's name] at [Service Name] in the [insert 3 year old or 4 year old program] in [insert year].

Under the *Public Health and Wellbeing Act 2008* early childhood education and care services cannot enrol a child unless the parent/guardian has provided AIR Immunisation History Statement.

AIR Immunisation History Statement includes evidence of immunisations and is used to assess whether you child is fully vaccinated for their age.

As we have not received acceptable immunisation documentation for [insert name of child] by the due date, and your child is not eligible for the 16 week grace period, we are unable to confirm a place at our service for [insert year] and your child's name has been removed from our list.

Immunisation programs are effective in reducing the risk of vaccine preventable diseases. Immunisation from an early age helps protect your child against serious childhood infections. Further information about immunisations for your child is available from:

- your doctor
- [insert details of local government immunisation service]
- National Immunisation Information Line Tel. 1800 671 811
- Australian Immunisation Register:
www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register
- Better Health Channel website:
www.betterhealth.vic.gov.au/campaigns/no-jab-no-play

Should you wish to re-apply for a place for [insert child's name], we are happy to accept a new enrolment application accompanied by an AIR Immunisation History Statement. The new application would be considered in line with Jells Park Preschool's *Enrolment and Orientation policy*.

Yours sincerely

[Insert name]

[Insert title]

Jells Park Preschool

Example of an immunisation history statement



Australian Government
Department of Human Services
medicare

Immunisation history statement

As at: 01 June 2019

For: ARMANDO D BOWERS

Date of birth: 01 Nov 2017

Immunisation status: up to date

Schedule	Immunisation	Date given	Brand name given	Provider type
Birth	Hepatitis B	01 Nov 2017	Engerix-B	Hospital
2 months	Diphtheria Tetanus Pertussis Hepatitis B	01 Jan 2018	Infanrix Hexa	GP
	Polio Hib		Prevenar 13	
	Pneumococcal Rotavirus		RotaTeq	
4 months	Diphtheria Tetanus Pertussis Hepatitis B	01 Mar 2018	Infanrix Hexa	GP
	Polio Hib		Prevenar 13	
	Pneumococcal Rotavirus		RotaTeq	
6 months	Diphtheria Tetanus Pertussis Hepatitis B	01 May 2018	Infanrix Hexa	GP
	Polio Hib		Prevenar 13	
	Pneumococcal Rotavirus		RotaTeq	
12 months	Measles Mumps Rubella Meningococcal C Hib	01 Nov 2018	MMR II Menitorix	GP
18 months	Measles Mumps Rubella Varicella	01 May 2019	Priorix-Tetra	GP
Next immunisation/s due				Date due
Diphtheria Tetanus Pertussis Poliomyelitis				01 Nov 2020

ATTACHMENT 5. CANCELLATION OF ENROLMENT AND NON-ATTENDANCE

FOR FUNDED KINDERGARTEN

Cancellation of Enrolment

Families MUST notify Jells Park Preschool and/or an Enrolment Officer in writing of their intention to cancel their child's enrolment.

Note: This process does not apply to vulnerable children (*refer to Definitions*). Children and families that are experiencing vulnerability are to be supported according to their individual needs. Where children/families are linked to Child Protection and not attending; early childhood teacher or educator will need to inform their Case Officer.

Non-attendance

Term One

- Families that have accepted a placement and have not completed an enrolment form and not attended the service within the first 3 weeks of Term One will be contacted and informed their placement has been cancelled.

Families Traveling Overseas

- Families are required to notify Jells Park Preschool prior to extended periods of travel, and ensure any applicable fees are paid if they wish to return to the service.

Non-contactable Families

- After two/three weeks of a child not attending the service, early childhood teacher or educator to call the family. If there is no response, educator to log this attempt and place in the child's file.
- After second week of the child not attending and the family has made no attempts to contact the service, early childhood teacher or educator to contact the family via phone/text and/or email. If there is no response, Educator to log this attempt and place in the child's file.
- After third week of non-attendance, early childhood teacher or educator to inform nominated supervisor and cross check families contact details.
- Nominated supervisor or approved provider to email family, ensuring a response date is documented in the email.
- If the family have made no attempt to communicate with the service before the response date, post a final attempt letter, ensuring a response date is documented in the letter.
- If the family has not responded to the final attempt letter before the response date, their placement will be cancelled.