



Waiting List Policy

Rationale:

The BEPS OSHC Service utilization has significantly increased over the last few years and programs have been highly booked. As a result, the Service has implemented a waiting list process.

Aims:

- To ensure a fair, equitable and transparent process for maintaining a waiting list.
- To have clear processes in place for allocating limited places equitably.

Waiting List Policy

The BEPS OSHC Service will maintain a waiting list. Waiting are maintained for permanent places when the program has reached daily maximum capacity and there is demand for places throughout the year.

If, demand exceeds supply and more than one Family fall into the same priority the Service will give priority to:

- Children who have a sibling enrolled at the Service
- Children in Families who have previously used the Service
- The Families position on the waiting list entered by request and in order of receipt of Acceptance letters for places for Round One and Two Offers and Enrolments taken throughout the year.

Implementation:

- Families will be placed on a waiting list for each day they have requested (if they have chosen this option), when the programs have reached daily maximum bookings for permanent places.
- Families will receive notification that they have been placed on a waiting list.
- Families will be contacted when spots become available.

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Principles:

- This policy applies to all Families enrolling and re-enrolling their child into the Service.
- When Permanent Places become available throughout the year, Families on the waiting list are contacted and an offer of the place is made. The Family has 48hrs to accept or decline the offer. If no response is received from the Family, the offer will be deemed as declined. The place will then be offered to the next family of the waiting list. The Family will lose their place on the waiting list for that day, going to the bottom of the list. If the Family declines the offer but still wishes to stay on the list, they will go to the bottom of the waiting list. Families wishing to accept the offer, but are unable to attend the booking until a later date, will have to pay for the place to secure the booking, unless the place can be re-sold in the interim.
- Waiting Lists are for the duration of the year. Families on the waiting list for particular days will be contacted via email at the end of each term to review if they still wish to remain on the waiting list. If families do not respond by the start of the next term, they will be removed from the waiting list.
- Families who have remained on the waiting list, and did not receive a place for the current year, can be carried over into the next year's waiting list if they still require the place for the next year, but have been unsuccessful during the round offers.
- Vacancies may become available on a casual basis, however these are managed as casual bookings, and families may book into these if they wish to utilize a casual spot. (see BEPS OSHC Enrolment Policy)

Internal Control and Reporting

- The **OSHC sub-committee** of Management will ensure that the Waiting List Policy Guidelines are adhered to.
- Waiting List decisions will be at the discretion of the OSHC Coordinator and in particular circumstances in consultation with the OSHC Sub Committee of Management, and School Council.
- All matters will be dealt with in a private and confidential matter. (see BEPS OSHC Privacy & Confidentiality Policy)

Evaluation:

This policy will be reviewed by the OSHC Sub-Committee of Management in consultation with School Council as part of the OSHC Service's annual review cycle, and in the event of changing needs of the Service.

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This policy should be read in conjunction with:

- Record Keeping & Confidentiality Policy
- Enrolment, Re-enrolment & Orientation Policy
- Payment of Fees Policy
- Grievance Policy

Sources & Legislative References

DEEWR Child Care Service Handbook 2012 – 2013; – Retrieved from www.deewr.gov.au

UNICEF (n.d.). *Fact sheet: A summary of the rights under the Convention on the Rights of the Child*. Retrieved from http://www.unicef.org/crc/files/Rights_overview.pdf

Early Childhood Australia (ECA). (2006). *The Code of Ethics*. – Retrieved from: http://www.earlychildhoodaustralia.org.au/code_of_ethics/early_childhood_australias_code_of_ethics.html

National Professional Support Coordinator Alliance (2012) *Getting started with policies for the NQF: Policies in Practice template – Enrolment and Orientation*. Accessed February 2012 from www.pscalliance.gov.au

<i>DEEWR Child Care Service Handbook 2011-2012 – Sections 5.5, 5.6, 6.6, 6.10 & 9</i>
<i>Education & Care Services National Law Act 2010 (Vic) – Part 1 – Preliminary – 3(3)(a)&(c); 175</i>
<i>Education & Care Services National Regulations (2011) – Regulations 75, 88, 102, 168(2)(k), 170, 171, 172, 173, 174, 175, 177, 180 & 181</i>
<i>National Quality Standard for Early Childhood Education and Care & School Age Care (2010) – Elements 4.2.1, 6.1.1, 7.3.1 & 7.3.3</i>
<i>Framework for School Age Care in Australia (2012) – Holistic & Responsive Practices; Outcome 1</i>
<i>Family Assistance Law – Priority of Access & Administration of Child Care Benefit</i>
<i>Children, Youth & Family Act (2005) – Reporting & Referral</i>
<i>Information Privacy Act Vic (2000) – Information Privacy Principles</i>

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