ENROLMENT AND ORIENTATION

FREE KINDERGARTEN

QUALITY AREA 6 |

Northern Bay College Early Learning Centre

PURPOSE

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

- enrolling a child at Northern Bay College Early Learning Centre
- the orientation of new families and children into Northern Bay College Early Learning Centre
- 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

Northern Bay College Early Learning Centre 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 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 Director Northern Bay College Early Learning Centre, 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					
Ensuring that copies of the *Enrolment an Orientation Policy* and procedures are readily accessible to nominated supervisors, coordinators, educators, staff, volunteers and families, and available for inspection	**R**	√			
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, VIT registered teacher, and offering at least: • 15 hours per week for 40 weeks of the year, or • 600 hours per year	**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 between 5 to 15 hours a week or 200 to 600 a year	**R**				
Providing communication to families explaining their access to one year of three-year-old and one of four-year-old funded kindergarten program	**R**	√			
Ensuring families sign DE's one funded kindergarten place form in Term 4 and confirm in writing in Term 1. Service providers must use the form provided on the department's template and must not adapt the content into service's own templates	**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**				
Applying the Priority of Access criteria to funded programs at Northern Bay College Early Learning Centre, as described in the Department of Education's [DE] *The Kindergarten Funding Guide (refer to Attachment 1)*	**R**	√	√		
Working with local council, other local kindergarten services, key stakeholders and the local ECIB to ensure all eligible children have access to a kindergarten place	**√**	√			
Communicating and providing advice to families regarding the best time to commence kindergarten for children born between January and April *(refer to Sources)*	√	√	√		√
Ensuring the following is displayed: • the current Kindergarten Program Certificate	R	√			

• information promoting ESK • information promoting the KFS in services not participating in Free Kinder • operating times and name(s) of the qualified teachers delivering the program.					
Communicating to parents: • waiting lists • access and inclusion policies • availability of ESK and KFS where applicable • details of the annual kindergarten parent opinion survey to parents, carers or legal guardians • that the service will prepare a Transition Statement for all children to help them transition to school.	R	√			
Supporting inclusion and access through specific funding stream (for eligible families): • Early Start Kindergarten • Early Start Kindergarten extension • Access to Early Learning • Second year of funded four-year-old kindergarten	**R**	√	√		
Supporting families whose children may be eligible for early entry to kindergarten or late entry to kindergarten and school exemption *(refer to Attachment 2)*	√	√	√		
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 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.	**R**	√			
Complying with the *Inclusion and Equity Policy*	**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: • *Parent information handbook*	**R**	√	√		

• *Child Safe Environment and Wellbeing Policy and/or Statement of Commitment to Child Safety* • *Fees Policy* • *Privacy Statement* • *Code of Conduct Policy* • *Acceptance and Refusal of Authorisations* • *Dealing With Medical Conditions* • *Incident, Injury, Trauma and Illness*					
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 children experiencing vulnerability/disadvantage 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	√	√	√		
Seeking information from parents about any specific health care need, allergy or medical condition, including whether a medical practitioner has been consulted in relation to a specific health care need, allergy or relevant medical condition	**R**	√	√	√	
Ensuring that medical management plan has been provided and that the risk minimisation plan has been developed, and both documents are kept in the child's enrolment records	**R**	√	√	√	
Providing any required authorisations, such as for the approved provider, nominated supervisor or an educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and, if required, transportation by an ambulance service				√	
Assessing the child's immunisation documentation as defined by the Immunisation Enrolment Toolkit (*refer to Sources*) 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 support period	**R**	√	√		
Ensuring that only children whose AIR Immunisation History Statements have been assessed as being acceptable or who are eligible for the support period have confirmed places in the program	**R**	√	√		
Advising parents/guardians who do not have an AIR Immunisation History Statement and who are not eligible for the	**R**	√	√		

support period that their children are not able to attend the service and referring them to immunisation services *(refer to Attachment 4)*					
Taking reasonable steps to obtain an up-to-date AIR Immunisation History Statement from a parent/guardian of a child enrolled under a support 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 of their child's immunisation status				√	
Where a child is eligible for the 16 weeks support period, ensuring that the child's immunisations are updated in line with the schedule and providing an up-to-date AIR Immunisation History Statement to the service				√	
Taking reasonable steps to obtain an up-to-date AIR Immunisation History Statement from all parents/guardians after enrolment, timing reminders to comply with the maximum seven-month interval *(Public Health and Wellbeing Regulations 2019 107, Public Health and Wellbeing Act 2008 Section 143E)*	**R**	√	√		
Ensuring all authorised nominees have been completed on the enrolment record for each child (*Regulations 160 and 161)* as well as authorisations from parents relating to medical treatment, regular outings, health information and transportation	**R**	√		√	
Ensuring that the enrolment record for each child both digital and/or hard copy complies with the requirements of *Regulations 160, 161, 162* and that it effectively meets the management requirements of the service	**R**	√	√		
Ensuring that enrolment record for each child 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 for each child are kept confidential *(Regulations 181, 182)* 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 *(Regulation 183 (1a) (2d))*	**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 *(Regulation 157)*, except where	**R**	**R**	√	√	√

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 *National Law: Section 167*					
Taking reasonable steps to contact non-attending families prior to the cancellation of their enrolment *(refer to Attachment 5)*	√	√	√		
Reviewing enrolment applications to identify children with additional needs (*refer to Inclusion and Equity Policy*)	√	√	√		
Encouraging parents/guardians to: • stay with their child as long as required during the orientation period, keeping in mind the best interest of the child • make contact with educators at the service, when required	√	√	√	√	
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: • feel welcomed into the service become familiar with service policies and procedures • share information about their family beliefs, values and culture and feel culturally safe • share their understanding of their child's strengths, interests, abilities and needs • value the voice of the child, ensuring they have opportunity to articulate their individual interests and needs • discuss the values and expectations they hold in relation to their child's learning • providing comfort and reassurance to children who are showing signs of distress when separating	√	√	√	√	
Reading and complying with this *Enrolment and Orientation Policy*	**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 Northern Bay College Early Learning Centre in writing 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 period
- 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))*.

All eligible Victorian children will have access to two years of Free Kinder 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 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. Currently 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.

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.

Access to Early Learning (AEL): is an early intervention program for a child who is at least three years old on April 30th in the year of enrolment. It aims to provide 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.

Central Registration System (CRS): Provides an equitable and transparent application and allocation process, enabling families to access local kindergarten services within a local government area.

Early Start Kindergarten (ESK): Early Start Kindergarten provides eligible children with 15 hours of free kindergarten each week led by a qualified early childhood registered with Victorian Institute of Teaching (VIT). 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
- the family have had contact with child protection.

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

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 support period

Enrolment: An enrolment occurs when the provider has an arrangement with an individual or organisation to provide education and care to a child.

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 Fees - Free Kinder 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.

Free Kinder: A Victorian Government Best Start, Best Life initiative providing Free Kinder programs for four-year-old and three-year-old children in funded services, that have opted into the initiative.

Free Kinder supports families to access a funded kindergarten program by:

- providing a free 15-hour program to 4-year-old children enrolled at a sessional service
- providing a free 5 to 15-hour program to 3-year old children enrolled at a sessional service (subject to the length of funded program offered)
- offsetting the funded kindergarten program component of parent fees for 3 and 4-year-old children enrolled at a long day care service.

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/CRS Provider 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)*

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

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

Orientation: Process to support the child's transition to the service, whereby families spend time at the service with the child a few times before leaving the child on their own. The time required for orientation and settling in will vary for each child and their family.

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 places 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/CRS 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 3 (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.servicesaustralia.gov.au
- Australian Government Department of Health, National Immunisation Program Schedule: www.health.gov.au
- Department of Health, Immunisation enrolment toolkit for early childhood education and care service: www2.health.vic.gov.au
- Department of Education: Stating age calculator
- Department of Education, Resources for funded kindergartens: www.vic.gov.au/resources-funded-kindergartens
- Free Kinder funding requirements for long day care providers: www.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
- Going to kindergarten if your child is 6 years old: www.vic.gov.au

RELATED POLICIES

- Acceptance and Refusal of Authorisations
- Code of Conduct Policy
- Compliments and Complaints
- Dealing with Infectious Disease
- Dealing With Medical Conditions
- Delivery and Collection of Children
- Fees
- Incident, Injury, Trauma and Illness
- 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 Northern Bay College Early Learning Centre on March 12, 2025

REVIEW DATE: 12/03/2028

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 local ECIB, 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/CRS 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 each 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)

Children at risk of abuse or neglect, including children in Out-of-Home Care	The child is:
	• 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:
	  ○ Child Protection
	  ○ Child and family services (family services referral and support
	  ○ 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.

High priority children	Process that could be used to verify need(s)

Children with additional needs, defined as children who:
• with an identified specific disability or developmental delay
• who require additional assistance to fully participate in the
• kindergarten program
• who require a combination of services which are individually planned
	The child:
	• holds a Child Disability Health Care Card, and/or
	• has previously been approved for Kindergarten Inclusion Support (KIS) program, and/or
	• has been referred by:
	  ○ the National Disability Insurance Scheme
	  ○ Early Childhood Intervention Services
	  ○ Kindergarten Field Officer
	  ○ Maternal and Child Health nurse, or
	• is assessed as having delays in 2 or more areas and is declared eligible for a second year of funded Four-Year-Old Kindergarten.

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 DE • 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) 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 a Three-Year-Old Kindergarten is available at the service. This guarantees that ESK eligible children can continue to access 15-hour kindergarten programs and allows the correct calculation of the service's SRF entitlement.

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
- have had contact with 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

KINDERGARTEN REGISTRATION PROCESS

Stage	CRES Role	Family Role	Kindergarten Role
December to February			
1. Proactive engagement and awareness	Provides kindergarten with promotional and registration materials for families and carers, including a promotional pack, registration form copies or online link, and an information pack for CRES partners.	Searches for information about ECEC and CRES. Receives information from a service provider, MCH staff or support service they have contact with. Receives information that kindergarten registration will open shortly.	Receives CRES information for the year from CRES provider. Communicates with CRES provider to revise service agreement and provide any necessary information for the following enrolment cycle (such as capacity and session times). Communicates information about ECEC and CRES to families Notifies CRES Provider of vulnerable families currently accessing their service with prekindergarten aged children and an action plan to ensure they reach kindergarten.
March to May			
2. Registration	Provides the registration form, or link to the form, to families and carers. Supports families and carers to complete the registration form if necessary. Captures registration data in a standard format.	Completes a registration form. Receives assistance from support services or MCH to complete the form if necessary.	Encourages awareness and registration for the [CRES] system. Supports families and carers in completing the registration form if needed. Ensures families with children in Three-Year-Old Kindergarten register for Four-Year-Old Kindergarten. Refers families needing additional support to relevant services.
June to July			
3. Allocation	Allocates children to kindergarten places, ensuring appropriate session capacity and options. Follows registered preferences and standard	Receives confirmation that their registration has been received and a timeline for allocation and enrolment processes.	Identifies children who may be eligible for a second year of funded kindergarten, and flag this with the Department of Education Assists any families or carers who did not register before

	guidelines, prioritising based on: • DE's Priority of Access criteria • Locally agreed criteria Reserves spots for late registration of priority groups, based on historical data.		the closing date to register and informs them of the process for second round allocation.
August to September			
4. Confirmation and communication	Informs family, nominated contacts, and support services of child's placement or waitlist status. Provides service providers with a list of allocated children and contact details for support services, with consent. Adds any families or carers who have declined their offered position to the list of next round allocations.	Receives confirmation of placement or waitlist status in the **First Round Allocations**. Accepts or declines the offered kindergarten place. If declined, receives timeline for second round allocations and can update preferences. If changing mind after acceptance, calls the CRES Provider for re-allocation or waitlist placement. **Subsequent Round Allocations** - receives confirmation of their child's placement in kindergarten and accepts the offer or is assisted to find an alternative place if none are available. Receives information about next steps to enroll their child with the kindergarten directly. Completes enrolment forms with their kindergarten.	Receives list of allocated children for their kindergarten sessions. Informs the CRES Provider if a child they are aware of (through siblings or community, or a child requiring a second year of funded kindergarten) should be registered but is not and requests that a space is held in the next allocation round. Supports these families and carers to register. Enrolls children through a consistent internal process, including interviews, orientation days and other preparation activities.
October to January			
5. CRES planning, maintenance and development	Plans for success every year by evaluating and improving the CRES.	Begins to engage with the kindergarten to start the enrolment process.	Complete one- funded letter and confirmation of enrolment in a 3YO/4YO funded kindergarten program Gives information to CRES Provider about service capacity and session times. Continue to support families to enrol and begin kindergarten.

			Provides feedback to the CRES Provider 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, CRES Provider 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.

*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://www.nbc.vic.edu.au/

Families can also complete a paper form and post it to the CRES Provider. Registration forms are provided by CRES Provider 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 the CRES Provider 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. They will need a credit card (to pay the registration fee). This fee is waived for all families and carers eligible for Priority of Access allocation.

The registration form may ask 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)
    - have had contact with 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.

- 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 Immi card.
- 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 enroll 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 'support 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 Immi card.

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 form part of the enrolment procedure and are completed by families after they have been allocated a place, and before commencing attendance.

Cancellations

Families to notify Northern Bay College Early Learning Centre 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 Four-Year-Old kindergarten

- Early entry to Four-Year-Old Kindergarten may be appropriate for some gifted children where families are seeking an early entry to school for their child i.e. the child will not be 5 years of age before 30 April in the year of school commencement.
- Early entry to school is approved only when exceptional circumstances apply and is subject to an application process and rigorous eligibility criteria. It is important to note that most children who enroll early in Four-Year-Old Kindergarten are not approved for early entry into school because they did not meet the eligibility criteria.
- The decision regarding early entry should be discussed with parents/guardians and consider the following:
    - Children are not guaranteed early school entry as a result of being enrolled to attend kindergarten early.
    - To start school early, the child must possess suitable academic ability as evidenced by a formal cognitive assessment, and be considered at risk of long-term educational disadvantage if they don't early entry to school.

School Exemption

- Children who will turn six during the kindergarten 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.

Adapted from the Kindergarten Funding Guide, 2023

ATTACHMENT 3. KINDERGARTEN REGISTRATION FOR NON-CRES SERVICES

This registration form is the first step toward getting your child into kindergarten. The information collected with this form will be used to allocate your child a place in Director Northern Bay College Early Learning Centre.

Timelines for the kindergarten registration

Date	Activity
1 March	Registrations open
30 May	Registrations close*
Beginning of August	First round offers
Mid-August	Acceptance of first round offers due
Beginning of September	Second round offers
Mid-September	Acceptance of second round offers due
Weekly or when vacancies become available	Subsequent offers

*Note that registrations will still be accepted past 30 May but only will be considered after initial on-time registrations are processed.

Eligibility

Age

Only complete the form below if you are planning on sending your child to kindergarten. Your child will be eligible for kindergarten only if they meet the following age criteria:

- To be eligible for Three-Year-Old Kindergarten, your child must turn 3 by April 30.
- To be eligible for Four-Year-Old Kindergarten, your child must turn 4 by April 30.

Starting age calculator: Use the starting age calculator to enter your child's birth date to find out what year they can start Three- and Four-Year-Old Kindergarten.

Immunisations

According to the No Jab, No Play law in Victoria, your child must be fully vaccinated to start kindergarten. An Immunisation History Statement from the Australian Immunisation Register is not required for this registration form, but you should ensure that your child's immunisations are up to date and you have a copy of this statement before commencing the enrolment process that will likely happen in October.

A support period applies for families who may find it difficult to provide an up-to-date statement by October.

Further information on immunisation requirements for enrolment in early childhood services is available through the DE website: www.education.vic.gov.au

Priority of access

Director Northern Bay College Early Learning Centre follows the Department of Education's Priority of Access criteria *(refer to Attachment 1),* that prioritises allocation of kindergarten places for children who:

- are at risk of abuse or neglect, including out of home care
- are Aboriginal and/or Torres Strait Islander
- are, or have parents or carers who are, asylum seekers or refugees
- have additional developmental needs
- hold or have parents who hold a Commonwealth Health Care Card, Pensioner Concession Card, Veteran's Affairs Card.

Children that fit one or more of those criteria will be allocated to a place in kindergarten as a high priority. This form will collect all the information required to determine if a child is eligible for Priority of Access.

If you believe you or your child are in exceptional circumstances which require prioritisation and are not covered by any of the above criteria, please contact Director Northern Bay College Early Learning Centre to discuss.

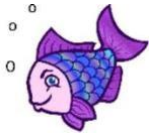
Fees

Refer to the *Free Kindergarten Fees Policy* for more information about fees.

Before you start, make sure you have copies of:

- Proof of identity: your 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)
- [other proof required to verify the child meets local criteria] (where applicable)

REGISTRATION FORM



Northern Bay College Early Learning Centre

I am registering my child for:

☐ Three-Year-Old Kindergarten

☐ Four-Year-Old Kindergarten

Please check the box that applies:

☐ This is the first registration form I am completing for this child this year

☐ I am re-submitting a child's registration form to change my preferences or details (only complete child's name and any fields for changed details)

Child's Details

Child's first name	
Child's last name	
Gender (optional)	☐ Male ☐ Female ☐ _____
Date of birth	
What is the main language spoken at home?	
Has this child already attended a kindergarten program?	☐ 3-Year-Old ☐ 4-Year-Old ☐ No
Are this child's immunisations up to date? Your child must be fully vaccinated by the time they attend kindergarten under the No Jab No Play law.*	☐ Yes ☐ No *If you have answered no, please visit a health professional or Maternal and Child Health nurse to organise your immunisations before the kindergarten year begins. Evidence of up-to-date immunisation must be provided within two months of commencing kindergarten.*
Is this child Aboriginal or Torres Strait Islander?	☐ Yes, Aboriginal ☐ Yes, Torres Strait Islander ☐ Yes, Aboriginal and Torres Strait Islander ☐ No
Is the child a triplet or quadruplet?	☐ Yes ☐ No
Does the child meet any of the following criteria?	☐ Known to Child Protection ☐ From refugee and asylum seeker backgrounds

	☐ Is in Out of Home Care ☐ Been referred by a Maternal and Child Health nurse, Child Protection, Early Childhood Learning Advisor, Child FIRST, Orange Door Integrated Family Services or Services Connect ☐ A child or parent holds a Commonwealth Health Care Card, Pensioner Concession Card, Veteran's Affairs Card
Does the child require any additional support due to a disability including intellectual, sensory or physical impairment?	☐ No ☐ Yes If yes, please provide details:

* An Immunisation History Statement is not required for this application form but will be requested when the child enrolls with the kindergarten.

Parent or guardian details

Please complete your contact details below. If you would like to enter details for a second parent /or guardian or if a court order requires another person must be kept informed about the registration and enrolment process, please do so here.

	First parent / guardian (required)	Second parent / guardian (optional)
Name	First name Last name	First name Last name
Relationship to child		
Residential address	Street address Suburb State Post Code	Street address Suburb State Post Code
Contact number*		
Email address*		
Main language spoken (if not English)		
Interpreter required?	☐ Yes ☐ No	☐ Yes ☐ No

* Note that you will be sent communications via text message to this phone number or email.

If there anyone else supporting the child you would like to keep informed (child's grandparent, child's aunt / uncle, case worker), please fill in their details below.

	Support person
Name	First name Last name
Relationship to child	
Agency (if applicable)	
Residential address (if known)	Street address Suburb State Post Code
Contact number	
Email address	

You may nominate session days and times.
Session days and times

Please indicate your preferred session format (please select all that apply):

☐ 5-hour sessions for 3 days per week

☐ 6-hour sessions for 5 days per fortnight

☐ 7.5-hour sessions for 2 days per week

☐ No preference

Please indicate the preferred days your child would attend kindergarten (please select all that apply):

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

Declaration

Northern Bay College Early Learning Centre protects the personal information of children and their families

☐ I give permission for this information to be shared with [Service Name] for the purposes of:

- accessing kindergarten and,
- if applicable, applications for State funding necessary to provide additional support for my child's participation.

☐ I give permission for this data to be anonymised, de-identified and aggregated (and shared with identified third parties) to help forecast future needs and help to improve the service.

☐ I declare that all of the information provided is true and correct.

Parent / guardian name (please print): _____

Parent / guardian signature: _____

Before returning this form, please check the following:

You have completed all sections of this form.
You have selected your preference for kindergartens and / or session times.
You have given permission for information to be shared with service providers.
You have signed this form.

You have enclosed copies of:

- Proof of identity: your 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).

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

Northern Bay College Early Learning Centre

5/25 Goldsworthy Rd, Corio VIC 3214

Dear parent/guardian

Re: Enrolment at Northern Bay College Early Learning Centre

I am contacting you regarding your tentative place for_____[insert child's name] at Northern Bay College Early Learning Centre in the 3-year-old or 4-year-old program in 202_____

Under the *Public Health and Wellbeing Act 2008* early childhood education and care services cannot enroll 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 child's name] by the due date, and your child is not eligible for the 16-week support period, we are unable to confirm a place at our service 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
- 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

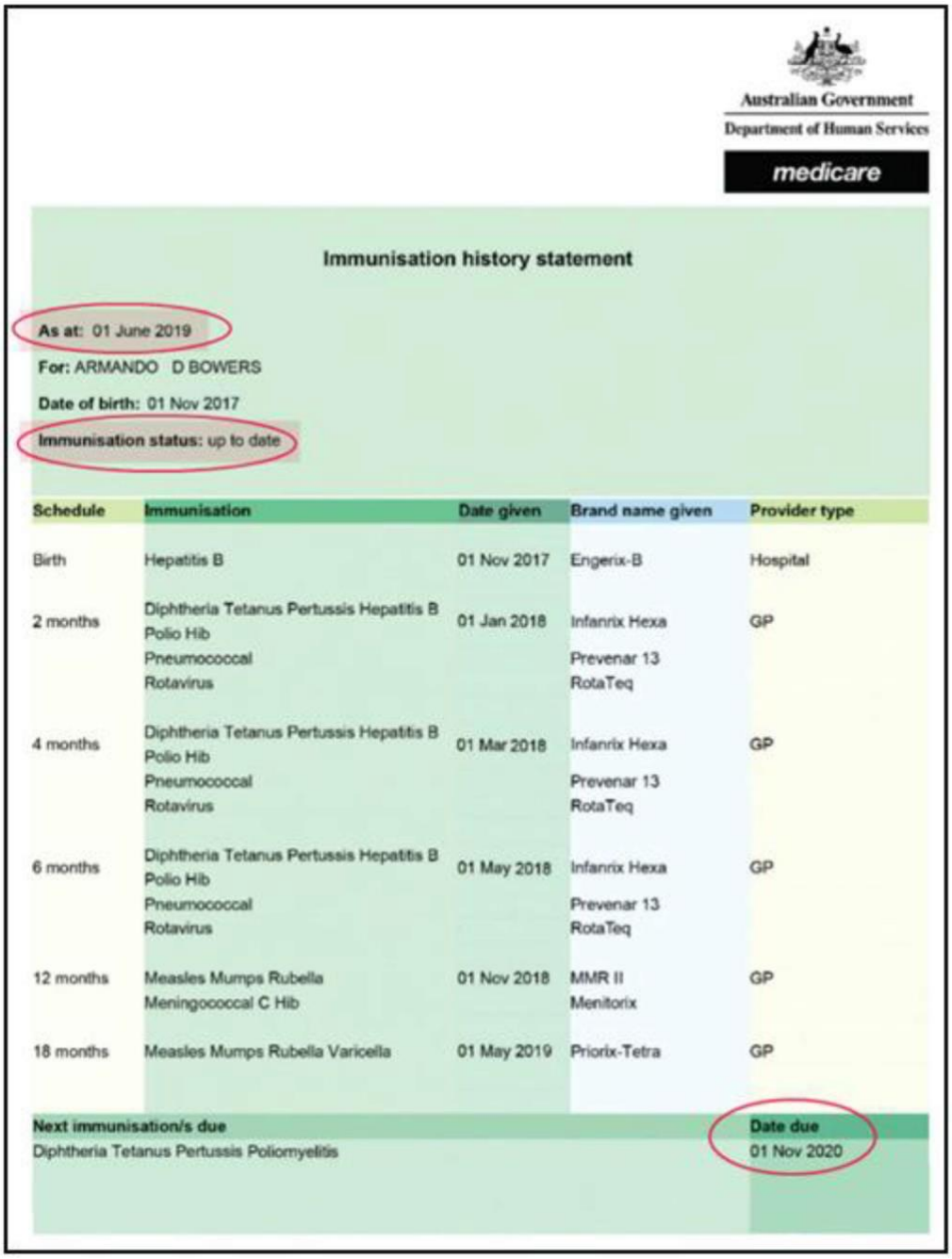
Should you wish to re-apply for a place for _____[insert child's name], are happy to accept a new enrolment application accompanied by an AIR Immunisation History Statement. The new application would be considered in line with Northern Bay College Early Learning Centre's *Enrolment and Orientation policy*.

Yours sincerely

Toni Hanlon

Director Northern Bay College Early Learning Centre

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 Polio Hib Pneumococcal Rotavirus	01 Jan 2018	Infanrix Hexa Prevenar 13 RotaTeq	GP
4 months	Diphtheria Tetanus Pertussis Hepatitis B Polio Hib Pneumococcal Rotavirus	01 Mar 2018	Infanrix Hexa Prevenar 13 RotaTeq	GP
6 months	Diphtheria Tetanus Pertussis Hepatitis B Polio Hib Pneumococcal Rotavirus	01 May 2018	Infanrix Hexa Prevenar 13 RotaTeq	GP
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 the Northern Bay College Early Learning Centre and/or an Enrolment Officer in writing of their intention to cancel their child's enrolment. Fees will continue to be generated for that place until the Northern Bay College Early Learning Centre is notified.

Note: This process does not apply to vulnerable children. 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 the Director Northern Bay College Early Learning Centre 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.