ENROLMENT AND ORIENTATION

FREE KINDER

QUALITY AREA 6 | ELAA VERSION 1.1



PURPOSE

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

- o enrolling a child in a sessional kindergarten program at The Emma McLean Kindergarten and Daycare,
- the orientation of new families and children into Emma McLean Kindergarten and Daycare,
- ensuring compliance with Victorian and national legislation, including disability discrimination, antidiscrimination, human rights laws, No Jab No Play and Department of Education [DE] Kindergarten Funding Guide,
- o 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,
- o adhering to DE's priority of access requirements for both three and four-year-old children.



POLICY STATEMENT

VALUES

The Emma McLean Kindergarten and Daycare, is committed to:

- o families feeling respected, safe and supported during the enrolment process,
- o ensuring families who may experience barriers to accessing kindergarten are proactively engaged,
- o 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,
- o 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,

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 The Emma McLean Kindergarten and Daycare,, 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 shou	ld not be	deleted			
 Providing a free kindergarten program to children who turn four years of age by 30 April in the year they will be attending, that is delivered by a qualified early childhood 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 be attending, that is delivered by a qualified early childhood teacher, and offering at least: 15 hours per week for 40 weeks of the year, or 600 hours per year 	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				
Communicating and providing advice to families regarding the best time to commence kindergarten for children born between January and April	V	V	V		\checkmark
 Supporting inclusion and access through specific funding stream (for eligible families): Access to Early Learning <i>(refer to Definitions)</i> Second year of funded four-year-old kindergarten <i>(refer to Definitions)</i> 	R	V	V		
Supporting families whose children may be eligible for early entry to kindergarten or late entry to kindergarten and school exemption	V	\checkmark	\checkmark		
Providing communication to families explaining how they can only access one funded kindergarten program per child, per year.	R	\checkmark			
Receiving written confirmation from families confirming they are attending one funded kindergarten program per child, per year	R	V		\checkmark	
Working with the families to obtain an alternate form of identification if a birth certificate or other official documentation is not available	R	\checkmark			
Complying with the Inclusion and Equity Policy	R	R	\checkmark	\checkmark	\checkmark
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 Handbook including: Statement of Philosophy Statement of Commitment to Child Safety Privacy Statement Policies All policies can be accessed from the centre website at https://www.emmamcleankinder.com.au/centre-policies 	R	V	V		
Appointing a person to be responsible for the allocation of children to specific groups and the day-to-day implementation of this policy The enrolment process is managed via the Hobsons Bay City Council Kindergarten Central Registration Scheme	R				
Responding to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process as required	\checkmark	\checkmark	\checkmark		
Where applicable; considering access and inclusion for children experiencing vulnerability/disadvantage in the allocation of places at the service.	R	V			
Complying with the service's <i>Privacy and Confidentiality Policy</i> in relation to the collection and management of a child's enrolment information	R	R	R	\checkmark	\checkmark
Providing opportunities for interested families to attend the service to observe the program and become familiar with the service prior to their child commencing in the program	V	V	V		
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	V	V	V	
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	V	V	\checkmark	
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				V	
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	1	V		
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</i> <i>Definitions</i>) have confirmed places in the program	R	V	V		

R	\checkmark	\checkmark		
R	V	V		
			V	
			V	
R	V	V		
R	V		V	
R	V	V		
R	V	V	V	V
R	V	V		
R	V	V		
R	\checkmark	V	V	
	R R R R R	Image: Image	Image: series of the series	Image: Second secon

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	V	V	V
Taking reasonable steps to contact non-attending families prior to the cancellation of their enrolment	\checkmark	\checkmark	\checkmark		
Reviewing enrolment applications to identify children with additional needs (<i>refer to Definitions</i> and the <i>Inclusion and Equity Policy</i>)	\checkmark	\checkmark	√		
 Encouraging parents/guardians to: stay with their child as long as required during the orientation period make contact with educators at the service, when required 	V	V	V	√	
Assisting parents/guardians to develop and maintain a routine for saying goodbye to their child	\checkmark	\checkmark	\checkmark	\checkmark	
Sharing information with parents/guardians concerning their child's progress with regard to settling into the service	V	\checkmark	√	√	
Discussing support services for children with parents/guardians, where required such as Pre School Field Officer, Early Intervention Programs, and Maternal Health Services	V	V	V	V	
 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 	V	V	V	V	
Reading and complying with this Enrolment and Orientation Policy	R	R	R	1	\checkmark
Updating information by notifying the service of any changes as they occur, for example if the child or family becomes known to Child Protection				V	
Notifying the Hobsons Bay Kindergarten Central Registration team in writing [if possible] or on 99324534 if they wish to cancel their enrolment.				V	

PROCEDURES

ENROLMENT PROCEDURES

Families wishing to access a funded three or four-year-old kindergarten program for their child in the Hobson's Bay municipality must register with the Hobsons Bay City Council Kindergarten Central Registration Scheme.

The Kindergarten Central Registration Scheme (CRS) has been developed to ensure that all local families have fair and equitable access to community managed kindergarten services in the municipality and supports the access and participation of all eligible children in quality kindergarten programs prior to starting school.

The scheme allows families to register for multiple services on the one registration form and facilitates the placement of children into funded three and four-year-old kindergarten places. The scheme does not include funded kindergarten places in long day care.

Registration for three and four-year-old kindergarten in Hobsons Bay can be lodged via the <u>online parent portal called the Central Registration System</u>. On the portal, you will be able to create your family profile and register your child(ren) from the age of one year for three-yearold kindergarten and from the age of two years for four-year-old kindergarten. CRS will also allow you to update your personal details and kindergarten preferences online at any time. Alternatively, you can download a <u>3-Year-Old Kindergarten Registration Form(PDF, 915KB)</u> or <u>4-</u> <u>Year-Old Kindergarten Registration Form(PDF, 683KB)</u>.

Each registration requires a one-off, non-refundable fee of \$23, which is made via a secure payment screen within the parent portal. This fee is waived for eligible card holders. Please see the Subsidy Cards and Immigration Visa list below for details to see if you are eligible for a fee waiver.

So that you have your paperwork ready when registering, you will need the following supporting documents:

- your child's birth certificate or passport
- evidence of residency or rate payer (if applicable)
- evidence for Priority of Access criteria (if applicable).

If you have completed a paper registration form and you have the relevant supporting documentation attached, you can return the completed form to Council in person, by mail to Hobsons Bay City Council PO Box 21, Altona 3018, or by email to <u>kindergarten@hobsonsbay.vic.gov.au</u>.

Hobsons Bay Central Registration How To Video https://youtu.be/ZLNTqBnTUng

PRIORITY OF ACCESS

To ensure fair and equitable access and to support all eligible children to participate in a kindergarten program, the Hobsons Bay Kindergarten Central Registration Scheme must use the Department of Education (DE) Priority of Access guidelines when offering kindergarten places. Priority of Access gives vulnerable families priority at their preferred kindergarten wherever possible, regardless of their home address. Children who meet the local criteria will be given priority after the DE high priority children have been offered a kindergarten place. You can find more information about the 3-& 4-year-old Priority of Access criteria in the below documents.

3-YEAR-OLD PRIORITY OF ACCESS

https://www.hobsonsbay.vic.gov.au/files/assets/public/documents/community/communityservices/families-amp-childrens/3yo-poa-letterhead.pdf

4-YEAR-OLD PRIORITY OF ACCESS

https://www.hobsonsbay.vic.gov.au/files/assets/public/v/3/documents/community/community -services/families-amp-childrens/4yo-kindergarten-poa-31-8-2023.pdf

For further information please visit:

https://www.hobsonsbay.vic.gov.au/Community/Community-services/Familieschildren/Kindergarten

https://acrobat.adobe.com/id/urn:aaid:sc:AP:ccd008c6-e2fc-4ce0-8ad8-46ae1790c691

NO JAB NO PLAY

The Government's No Jab No Play laws require all children to be age-appropriately immunised before placement at kindergarten can be confirmed. You will be contacted directly by the kindergarten to obtain evidence, in the form of an immunisation statement that your child:

- is fully vaccinated for their age, or
- is on a recognised catch-up schedule if their child has fallen behind with their vaccinations, or
- o has a medical reason not to be vaccinated

Conscientious objection is not an exemption under this legislation. Further information available at: <u>Frequently asked questions: No jab, no play</u>

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 the orientation period

Provide the family with suggestions for developing and maintaining a routine for saying goodbye to their child

Reassure the family:

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- \circ 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
- \circ the early childhood teacher/educators will keep them informed on how their child is settling
- \circ $\,$ they will be informed of any changes or circumstances which may affect them or their child.

Further considerations may include but are not limited to:

 Giving the family a call or sending an email during the day to update the family on their child Note: For children in out-of-home care, the educator may need to seek permission from Child Protection before contacting the family.

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 (*refer to Definitions*) 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 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 (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: <u>www.legislation.vic.gov.au</u>
- Commonwealth Legislation Federal Register of Legislation: <u>www.legislation.gov.au</u>

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): 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*).

Hobsons Bay Kindergarten Central Registration Scheme (HBKCRS): 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.

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 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.

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.

Priority of access: in instances where more eligible children apply for a place at a service than there are places available, the Hobsons Bay Central Registration Scheme must allocate places using the criteria outlined in the DE Kindergarten Funding Guide

3-Year-Old Priority Of Access

https://www.hobsonsbay.vic.gov.au/files/assets/public/documents/community/communityservices/families-amp-childrens/3yo-poa-letterhead.pdf

4-Year-Old Priority Of Access

https://www.hobsonsbay.vic.gov.au/files/assets/public/v/3/documents/community/community -services/families-amp-childrens/4yo-kindergarten-poa-31-8-2023.pdf

Registration: The process of families and carers giving initial information about their child to confirm their intention to enrol in kindergarten, administered by the Hobsons Bay Registration Scheme. 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: <u>www.servicesaustralia.gov.au</u> Australian Government Department of Health, National Immunisation Program Schedule: <u>www.health.gov.au</u>

Department of Health, 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: <u>www.acecqa.gov.au</u>

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 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: Letter for parents/guardians without acceptable immunisation documentation Attachment 2: Cancellation of enrolment and non-attendance



<u>Authorisation</u>

This policy was adopted by the approved provider of The Emma McLean Kindergarten and Daycare, on June 2024

REVIEW DATE: June 2025

ATTACHMENT 1. LETTER FOR PARENTS/GUARDIANS WITHOUT ACCEPTABLE IMMUNISATION DOCUMENTATION

The Emma McLean Kindergarten and Daycare,

[Address]

[Insert date]

Dear [insert name]

Re: Enrolment at The Emma McLean Kindergarten and Daycare, for [insert year]

I am contacting you regarding your tentative place for [insert child's name] at Emma McLean Kindergarten and Daycare 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: <u>www.servicesaustralia.gov.au/individuals/services/medicare/australian-</u> <u>immunisation-register</u>
- 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 The Emma McLean Kindergarten and Daycare,'s Enrolment and Orientation policy.

Yours sincerely

[Insert name]

[Insert title]

The Emma McLean Kindergarten and Daycare,

Example of an immunisation history statement

				Australian Government Department of Human Servic medicare
	Immunisation	n history sta	atement	
As at: 01 J	une 2019			
	NDO D BOWERS			
Date of birt	h: 01 Nov 2017			
Immunisati	on 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	01 Jan 2018	Infanrix Hexa	GP
	Pneumococcal Rotavirus		Prevenar 13 RotaTeq	
4 months	Diphtheria Tetanus Pertussis Hepatitis B Polio Hib	01 Mar 2018	Infanrix Hexa	GP
	Pneumococcal Rotavirus		Prevenar 13 RotaTeq	
6 months	Diphtheria Tetanus Pertussis Hepatitis B Polio Hib	01 May 2018	Infanrix Hexa	GP
	Pneumococcal Rotavirus		Prevenar 13 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 immun	isation/s due			Date due
	rtanus Pertussis Poliomyelitis		1	01 Nov 2020

ATTACHMENT 2. CANCELLATION OF ENROLMENT AND NON-ATTENDANCE

FOR FUNDED KINDERGARTEN

Cancellation of Enrolment

Families MUST notify The Emma McLean Kindergarten and Daycare, and the Hobsons Bay Central Registration team 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 The Emma McLean Kindergarten and Daycare, 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.