WAITING LIST APPLICATION PROCESS

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1 NQS

QA6 6.1.1 There is an effective enrolment and orientation process for families.

2 National Regulations

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<td>177</td>
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3 Introduction

UOW Pulse Ltd aims to provide fair access to child care enrolments, including fair and reasonable use of the waiting lists.

The Kids’ Uni Policies and Procedures apply to Kids’ Uni North, Kids’ Uni South, South Coast Workers Child Care Centre, Kids Uni iC – Preschool, After School Care and Vacation Care (Kids’ Uni OOSH).

4 Background

4.1 At times, there may be a waiting list for child care services. To ensure the system is fair, the Australian Government has “Priority of Access Guidelines” for allocating places in these circumstances.

4.2 The guidelines only apply to Child Care Benefit approved child care. They are used when there is a waiting list for a child care service or when a number of parents are applying for a limited number of vacant places.

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**Waiting List Application**

- **Priority 1**
  - Any child that is at risk of serious abuse or neglect.

- **Priority 2**
  - A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under Section 14 of the “A New Tax System (Family Assistance) Act 1999.”

- **Priority 3**
  - Any other child

- **Internal Waitlist**
  - This waitlist exists for
    - existing enrolled children requiring extra days
    - transfers between centres
    - siblings
5 Policy

5.1 In order to be placed on the waiting list for one of UOW Pulse Ltd Child Care Centres, a waiting list form must be completed and handed in at Kids Uni Administration. This form can be found on the Kid’s Uni website. All families must complete this form regardless of whether there are spaces available or not.

5.2 Once this form has been received, it will be entered into the Kids Uni administration system according to the Priority of Access Guidelines. These guidelines have been set by the Australian Government to ensure a fair system for allocating places in these circumstances. (See below 5.3 – 5.5 extracted from www.deewr.gov.au/priority-allocating-places)

5.3 The Priority of Access Guidelines breaks the priorities into the following categories:
   i. First Priority – a child at risk of serious abuse or neglect;
   ii. Second Priority – a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under Section 14 of the “A New Tax System (Family Assistance) Act 1999”.
   iii. Third Priority – any other child

5.4 Within these main categories priority should also be given to the following children:
   i. Children in Aboriginal and Torres Strait Islander families;
   ii. Children in families which include a disabled person;
   iii. Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of $41,026 for 2012-2013, or whose partner is on income support;
   iv. Children in families from a non-English speaking background;
   v. Children in socially isolated families;
   vi. Children of single parents.

5.5 A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if the parent/s
   i. are notified when their child first enters childcare that the service follows this policy;
   ii. are given at least 14 days written notice of the need for their child to vacate.

5.6 There are two waiting lists maintained at all times. These are external and internal lists.
   i. The external list includes all details of children and families who are currently not attending any UOW Pulse Ltd child care facility.
   ii. The internal list includes all details of children and families who are currently accessing UOW Pulse Ltd child care facilities. The list is designed to ensure that existing families within the service are kept together as a family accessing child care. This ensures continuity of care for these families.

5.7 A letter will be sent out in August every year to confirm whether parent still wishes to remain on the waiting list.
5.8 UOW Pulse Ltd Children's Services are affiliated with UOW and therefore current full or part-time students of UOW, or those who have proof of applying to study at UOW, will receive priority within the "Second Priority" under government guidelines. UOW staff will receive next priority in that category, followed by members of the general community.

5.9 Once a position has been offered from the waiting list, the enrolment process will commence (refer to Kids Uni Enrolment Policy CHI-ADM-POL-022).

6 Waiting List Appeals Process

6.1 The following general principles highlight the UOW Pulse Ltd approach to Appeals
   i. Parties involved must participate in the process in good faith;
   ii. Appeals processes are to be applied fairly and promptly;
   iii. All parties involved are to be treated with respect and fairness;
   iv. The principles of natural justice are to be observed. To this end, the parties involved have a right to be given the opportunity to present their case and to have a decision made by an unbiased decision-maker.
   v. The confidentiality of parties involved should be respected at all times, subject to the requirements of a full investigation of the matter and any legal disclosure.

6.2 A parent may appeal a decision to place their child/ren on the external or internal waiting list if they believe it does not provide fair and reasonable access to a child care place at one of the UOW Pulse Ltd Child Care centres.

7 Appeal Procedure

7.1 A parent who believes they have grounds for appeal must, in the first instance, contact the Child Care Centre Director relevant to the area they are waitlisted for stating their concerns regarding the waitlist. The Centre Director will investigate and respond to the parent within 5 working days.

7.2 If the parent is not satisfied with the outcome, they can then contact the Manager of UOW Pulse Ltd Children's Services (4221 8035) to escalate their concerns regarding the waitlist. The Children's Services Manager will then investigate and contact the parent with an outcome after the completion of the investigation (within 5 working days).

7.3 If the parent is not satisfied with the outcome received from the Children’s Services Manager, they can lodge a written appeal to the General Manager UOW Pulse Ltd. The written request must clearly state their reasons for appeal and what is actually being sought as a resolution. The General Manager will then examine the relevant documentation, speak with relevant parties, seek external advice (if required) and make a final decision.

8 Outcome of an Appeal

8.1 The General Manager will determine an appropriate outcome and advise the parent of the decision in writing within 10 working days outlining the reason/s for the decision.
8.2 The General Manager will also advise the Children’s Services Manager of the outcome and of any decisions and/or recommendations that may require implementation.

9 Related Documents and References


Enrolment and Bookings Policy (CHI-ADM-POL-022)

10 Version Control Table  - (review period every 2 years)

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