**9.9 Waiting list policy**

Wellers Hill School Age Child Care Service understand and appreciate the important role that the service plays in the local community life and in particular in parents/carers and children lives by providing quality care in a safe, caring and stimulating environment. However, it is recognised that demand for childcare sometimes exceeds supply. We appreciate that demand for childcare expressed by our community exceeds our centre’s licensed capacity.

### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Policies 9.1 ‘Access Policy’*

### Procedures

In order to ascertain that all our customers on the waiting list received an equal opportunity for care the following procedures have been identified:

- The centre strictly follows the Priority of Access Guidelines for allocating places in child care services as determined by Australian Government (see DEEWR Workbook 2011 – 2012). Also see policy 9.1 ‘Access Policy’

- Any applications for BSC & ASC that exceed our licensed capacity will be placed on the centre’s Waiting list - dated and recorded.

- The service’ staff shall frequently revise the waiting list and advise parents/carers when places are available

- Individual days (as available) will be offered to parents/carers on the waiting list including parents/carers requiring multiple days.
  - First offer of a place is made by e-mail (with a read receipt) giving the family 2 business days to confirm acceptance of offer
  - If no read receipt received and no contact has been made after 2 business days a final follow up phone call will be made
  - If no contact has been made after a read receipt has been noted and phone call made, SACCS will assume that no care is currently required and the family will be removed from the waiting list.

- Once a partial/or full offering has not been accepted, parents/carers will be moved to the bottom of the waiting list.

- In order to remain on the waiting list parents/carers will need to contact SACCS by email twice a year starts term 2 and term 4 to confirm that they still want to be on the waiting list. Failure to confirm will result in the parent/carer being removed from the list.

- Should parents/carer have advised SACCS that they need care in the following calendar years no contact needs to be establish during the current year.

This information will be relayed to parents via school newsletter, SACCS newsletter, and parents’ statements. This message will be recorded on the Waiting list Form as well. All communications will be recorded on the waiting list spread sheets for future reference.