



Waiting List Policy and Procedures

Policy Number	2000/38
Approved by	Heritage Management Committee – 12 June 2012; 12 November 2013; 13 September 2016; 8 September 2020
Last reviewed	June 2012; November 2013; August 2016; August 2020
Next review due	2024
National Law and Regulations	Regulation 168(2)(l)
National Quality Standard	Quality Area 7: Governance and Leadership

Policy Statement

The Heritage Early Childhood Centre (Heritage) Waiting List Policy and Procedures have been created to ensure a fair priority of access system for allocating places to families on the waiting list as they become available. Heritage aims to operate at full capacity in order to remain financially viable, offer the best quality education and care to enrolled children and be fair to families on the waiting list.

The Heritage waiting list system takes into account the relationship of the Heritage service with the Australian National University (ANU) and the Australian Government's Priority of Access Guidelines. Heritage is required under the special conditions of its' Commercial On-Campus Licence with the ANU to give priority of access to the children of ANU employees and students (in that order). Where an early childhood education and care service receives support by an employer for their employees' children, the Government guidelines allow priority to be given to those children.

Rationale

The Heritage Waiting List Policy and Procedures have been developed to comply with the:

- Special conditions of the Commercial On-Campus Licence between the ANU and Heritage, August 2020, p21.¹
- The Australian Government, Department of Social Services, *Priority of Access Guidelines 2017-2018*.²
- *Education and Care Services National Law Act 2010 (ACT)*
- *Education and Care Services National Regulations 2011 (ACT)*.
 - National Regulation 168: Policies and procedures are required in relation to: (l) governance and management of the service, including confidentiality of records.
- *National Quality Standard for Early Childhood Education 2012 (updated 2018)*.
 - Quality Area 7: Governance and Leadership
Standard 7.1. Governance, Governance supports the operation of a quality service.
Element 7.1.1. Service philosophy and purpose. A statement of philosophy guides all aspects of the service's operations.
Element 7.1.2. Management Systems. Systems are in place to manage risk and enable the effective management and operation of a quality service.
- The Heritage Philosophy; Code of Conduct/Ethics; Creating Inclusion and Equity Policy.

¹ Refer to: Appendix 1

² Refer to: Appendix 2



Policy Aims

The Heritage Waiting List Policy and Procedures aim to ensure:

- A fair priority of access system to allocate vacant positions.
- Heritage meets its' obligations to the employees and students of the ANU.
- Clear and consistent procedures are followed by Heritage management.
- Procedures are effectively communicated to families.
- The continued financial viability of the Heritage service.

Scope

It is understood that there is a shared responsibility between Heritage management and current enrolled families and prospective families to abide by the Heritage Waiting List Policy and Procedures.

Strategies and Practices

On-line Waiting List Application Procedures

- Heritage encourages interested families to put their name on the waiting list as soon as possible after their child is born.
- Families must complete an on-line application **before they make an appointment to view** the service.
- Families are asked to go to: <https://childcareapplication.com.au> to draft, submit, track and manage their waiting list application form. It is very important that families maintain up to date email and mobile phone details on their application.
- A small non-refundable administration fee will apply to each online waiting list application to ensure the list remains manageable.
- Families must state on their online application if they are an ANU employee, student or affiliate.
- When indicating their preferred days on the waiting list application form, **families must select more than one day and include either a Monday or a Friday in their selection.** This is to ensure the on-going financial viability of the service (ANU classes are held mainly from Tuesday-Thursday and gaps would otherwise occur on Mondays and Fridays).
- Heritage will ensure strict confidentiality is maintained regarding the waiting list and the position of families on the waiting list.³

Procedures for Accepting a Place

- When a position becomes available, the Director will send an email and a SMS notice to the primary parent/guardian of the first family on the waiting list according to the Heritage Priority of Access Guidelines (see next section). The Director will also take into account the age of the child and the suitability of the days available.
- Once an offer notification is received by a family on the waiting list, it must be accepted **within 2 working days** by calling, emailing or visiting the service. The application may also be withdrawn.
- If the place has not been accepted after 2 working days, the application will be automatically delisted from the waiting list.
- Once a family accepts the offer of a place at Heritage for their child, they must place a **2-week holding fee/deposit** within **48 hours**, paid by via Electronic Funds Transfer. This deposit will go towards the family's first invoice.⁴
- These procedures apply equally to all families.

³ Refer to: Privacy and Confidentiality Policy

⁴ Refer to: Fees and Bookings Policy



Allocation of Places According to the Heritage Priority of Access Guidelines

Heritage will allocate places according to the guidelines below. Priority of access will be given to the children of employees and students (in that order) of the ANU. A child of a current employee of Heritage will be placed as if he or she is an ANU Associate.

Priority 1: Children Ready to Graduate Rooms - Children who are currently enrolled at Heritage and who are ready to progress into the next age group.

Priority 2: Session Variations - Current enrolled families who require a session variation.

Priority 3: Sibling Priority - Current enrolled families who require a place for a sibling.

Priority 4: Former ANU Families - ANU families who have previously been enrolled at Heritage and require a place again will receive fourth priority status.

Priority 5: ANU Employees - Children of employees currently on the payroll at the ANU.

Priority 6: ANU Students - Children of students who are currently enrolled at the ANU. (A student who chooses to defer enrolment and who has a child in the service at that time becomes subject to the conditions applied to a non-ANU child for the period for which enrolment is deferred).

Priority 7: Children of Heritage Employees and other ANU Associates - Children of Heritage employees and other associates of the ANU, such as visiting research staff, non-ANU staff working at the ANU site or people working for affiliated ANU organisations such as Union employees.

Priority 8: Non-ANU Community - Children of families from the wider community who are not associated with the ANU.

- To meet the special conditions of its' Commercial On-Campus Licence with the ANU, Heritage may have up to 15% of the total enrolment capacity of the service allocated to non-ANU children at any time provided there are no ANU children waiting for a place (see following section).
- These families will be prioritised according to the Australian Government's Priority of Access Guidelines⁵ set out below:
 - Priority i: a child at risk of serious abuse or neglect.
 - Priority ii: a child whose single parent/parents are working, training or studying (according to the test under Section 14 of the, *A New Tax System (Family Assistance) Act 1999*).
 - Priority iii: any other child.

Within these categories priority will also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a disabled person.
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold (\$45,114 as at 2017-18) or who or whose partner is on income support.
- Children in families from a non-English speaking background.
- Children in socially isolated families.
- Children of single parents.

15% Quota for Non-ANU Community Families

To meet the special conditions of its' Commercial On-Campus Licence with the ANU, Heritage may have up to 15% of the total enrolment capacity of the service allocated to non-ANU children at any time provided there are no ANU children waiting for a place. This enables Heritage to fill any gaps and remain financially viable. This quota of non-ANU children may be agreed between the parties from time to time, and the ANU may audit the allocation of child care places from time to time.

⁵ Refer to: <https://www.education.gov.au/priority-filling-child-care-places>



Provisional Placements

Where there are no ANU children waiting for a place and Heritage has reached its' 15% quota of non-ANU children, Heritage may allocate **provisional placements** to non-ANU children for a maximum of **12 months** at a time. Heritage will:

- Inform the ANU when it has exceeded its' 15% quota of non-ANU children.
- Offer to renew provisional placements for a further 12 months at a time if, at the end of the provisional placement, there are no ANU children waiting for a place.
- Ensure that if a non-ANU family applies for a provisional placement for further non-ANU children, the term of each subsequent sibling's provisional placement is restricted to the remainder of the term of the first child in that family's provisional placement.
- Ensure that if an ANU child applies to be on the waiting list during the provisional placement period, places will be re-allocated at the expiry of a provisional placement.

Procedures for the Identification of ANU Employees and Students

Heritage will:

- Ensure all applicants who are offered a place at Heritage and identify themselves on their waiting list application as ANU employees, students or affiliates, provide a University ID (uID) on enrolment.
- Obtain the applicant's written consent to disclose the uID to the ANU for the purposes of verifying their current status at the ANU and for auditing the allocation of places by HECC.
- Notify all applicants that are offered a place at Heritage that:
 - Places in the service are allocated and maintained subject to the priority placement of children of employees and students.
 - Parents of children in the service must notify Heritage immediately they cease to be either an employee or a student.
 - Provisional placements may be allocated to non-ANU children only as set out in the special conditions of the Commercial On-Campus Licence between Heritage and the ANU.
 - If there are ANU children waiting for places in the service, places occupied by non-ANU children will be reallocated at the end of the first provisional placement to expire, to the next ANU child on the waiting list in accordance with the special conditions of the Commercial On-Campus Licence between Heritage and the ANU.
 - Places are only offered to applicants who agree to the above priority placement conditions on enrolment.⁶

Procedures for Verification of Eligibility of ANU Employees and Students

- Prior to the beginning of each semester and prior to any offers being made, Heritage must provide the Facilities and Services Division of the ANU with a list of names and University IDs (uIDs), where applicable, of the applicants from the waiting list to whom a place is to be offered.
 - The ANU will confirm the current status of those applicants claiming employee or student status and provide Heritage with verification information.
 - On receipt of the verification information, Heritage will allocate places in accordance with the special conditions of the On-Campus Licence between Heritage and the ANU.

Procedures for Review of Priority of Enrolments

- Heritage and the ANU will conduct a review of the operation of the service under the Special Conditions of the Commercial On-Campus Licence between Heritage and the ANU at the following times (or at such other times as they agree in writing):
 - In the third year of the term of the licence.
 - At the commencement date and in the third year of a further term of the licence.
- On the anniversary of the commencement date of each year for the term of the licence, and at the date of termination or expiry, Heritage must provide the ANU with a report containing the following information:
 - The total number of child care places allocated.

⁶ Refer to: Enrolment Form

- The number of places allocated to the children of Heritage employees.
- The number of places allocated to the children of employees of the ANU.
- The number of places allocated to children of students of the ANU.
- The number of places allocated to

Quarterly Report to ANU

- Heritage is required to submit a report to ANU once every 3 months during the term of the licence which provides a breakdown of the percentage of staff, students and the general community that have used the service during the 3-month period.

Communication

The Waiting List Policy and Procedures will be communicated to families and educators via the:

- Enrolment and orientation session with families.
- Heritage Handbook.
- Educator Handbooks.
- Policy and Procedures in Members section on website.

Privacy

All sensitive and confidential information obtained on the waiting list application and on enrolment will be kept securely in the main office.⁷

Monitoring, Evaluation and Review

- This policy will be regularly reviewed as part of the service policy review cycle and when deemed necessary through the identification of practice gaps or legislative or licence changes.
- Families and staff will be given opportunity and encouragement to be actively involved in the policy review process.
- In accordance with Regulation 172, Heritage will ensure families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

Related Policies

Name	Location
Code of Conduct/Ethics	Policy and Procedures
Creating Inclusion and Equity Policy	Section on website –
Enrolment and Graduating Rooms Policy	Members Area.
Fees and Bookings Policy	
Governance and Management Policy	Policy Manuals in
Heritage Philosophy Statement	Programming Room,
Complaints and Grievance Management Policy (non-staff)	Entrance Foyer and Main
Non-Compliance Policy	Office.
Privacy and Confidentiality Policy	Family Handbook
	Educator Handbooks

⁷ Refer to: Privacy and Confidentiality Policy



References and Further Reading

Australian Government, Department of Social Services (2017). *Priority for Allocating Places.*
<https://www.education.gov.au/priority-filling-child-care-places>

Ministerial Council for Education, Early Childhood Development and Youth Affairs. (2018). *The Education and Care Services National Regulations, 2011.*
<https://www.legislation.nsw.gov.au/#/view/regulation/2011/653>

The Australian Children's Education and Care Authority (2018). *Guide to the National Quality Standard.* https://www.acecqa.gov.au/sites/default/files/2018-11/Guide-to-the-NQF_0.pdf

The Australian National University (2020). *On-Campus Commercial Licence between The Australian National University and Heritage Early Childhood Centre, Special Conditions.*

Version Control and Change History

Version Number	Approval Date	Approved by	Author and Amendments
1	October 2001	Management Committee	
2	12 June 2012	Management Committee	Author: Julia Charters Combined Enrolment, Fees and Graduating Room Procedures and created new policy based on references above.
3	12 November 2013	Management Committee	Author: Julia Charters. Enrolment, Graduating Rooms, Fees and Governance Policy split into: <ul style="list-style-type: none"> • Enrolment and Graduating Rooms Policy. • Fees and Governance Policy. • Waiting List Policy.
4	12/08/2014	Management Committee	Author: Julia Charters. Added families must select more than one day and include either a Monday or a Friday in their selection of preferred days on the Waiting List Form. ANU educators given higher priority of access than students.
5	13 September 2016	Management Committee	Author: Julia Charters. Updated to meet the new Special Conditions of the On Campus Commercial Licence between Heritage and the ANU, 2015.
6	8 Jan 2018	Director	Minor update: Rationale and References updated to reflect NOS 2018 update.
7	8 September 2020	Management Committee	Updated website address for online waiting list applications to: https://www.childcareapplication.com.au Updated The Commercial On-Campus Licence Between Heritage and the ANU: Special Conditions, to the 2020 version – at least 85% of places must be allocated to current students and staff (previously 90%). Added that Heritage must provide a quarterly report to ANU under the 2020 Special Conditions detailing the percentage of staff, students and the general public that have used the service during the last three-month period.

Appendix 1: Current Special Conditions of On-Campus Licence Agreement with ANU, 2020, p21

Schedule 3 Special Conditions

Special Condition 1: Priority

Subject to Special Condition 2 and 3, the Licensee must give priority to the current staff and students of the Licensor in the following proportions:

- (a) at least 85% of child care places within the Premises for current students and staff of the Licensor; and
- (b) the balance of child care places within the Premises for general community.

Special Condition 2: Re-allocation of priorities

If the uptake of places by current students and staff of the Licensor does not reach the thresholds in Special Condition 1, then the Licensee may increase the general community percentage to cover the shortfall, provided always that priority is given to current students and staff of the Licensor if and when required.

Special Condition 3: Legislation and Child Care Service Handbook

In implementing the policies described in Special Conditions 1 and 2, the Licensor acknowledges that the Licensee must adhere to all legislative requirements and with the guidelines published from time to time by the Australian Government Department of Education including the Child Care Services Handbook (**Handbook**) and the Priority of Access Guidelines (**Guidelines**).

To the extent necessary to resolve any conflict arising between Special Conditions 1 and 2 and the applicable legislative requirements, then the legislative requirements will be taken to override the terms and conditions of this Licence.

Special Condition 4: Reporting on allocation of places

The Licensee is required to submit a report to the Licensor (in a form to be agreed between the parties) once every 3 months during the Term of the Licence which provides a breakdown of the percentages of staff of the Licensor, students of the Licensor, and the general community, who have used the child care facilities during that 3 month period.

Special Condition 5: Management Agreement

This Licence is subject to execution by the Parties of a Management Agreement concurrently with this Licence.

A default under the Management Agreement is a default under this Licence



Appendix 2: Previous Commercial On-Campus Licence Between Heritage and the ANU: Special Conditions

(15 May 2015 p18-21)

A Allocation and Audit of Childcare Places

1. The Licencee is to give priority of access to the children of Employees and Students of The ANU to the fullest extent that is compatible with the Licencee maintaining Continued Approval (as defined in the Family Assistance Law) for the Term of the Licence.
2. Subject to A1, when there are ANU Children waiting for places in the Service, the Licencee must allocate places to children of Employees, or if no children of Employees are waiting, to children of students, in that priority of order. For the avoidance of doubt, this will not require the displacement of any ANU Child's existing enrolment. The Licencee may have up to 10% of the total enrolment capacity of the Service allocated to non-ANU children at any time. Should this 10% limit be breached, the Licencee is required to notify the University and issue Provisional Placement notices to non ANU children.

Provisional Placement

- 2A Subject to A1 and A2, if there are no ANU Children waiting for a place in the Service, the Licencee may allocate places in the Service to non-ANU Children:
- for a maximum of 12 months (Provisional Placement) at a time; and
 - to renew Provisional Placements for a further period of up to 12 months at a time if, at the end of the Provisional Placement, there are no ANU Children waiting for a placement in the Service; and
 - so that if a family applies for a Provisional Placement for further non-ANU Children, the term of each subsequent sibling's Provisional Placement is restricted to the remainder of the term of the first child in that family's Provisional Placement; and
 - provided that the number of non-ANU children enrolled in the Service does not exceed 10% of the total enrolment capacity of the Service.

Application Information

3. The Licencee must, when taking applications for the allocation of a child care place in the Service;
 - a) require all applicants who identify themselves as Employees or Students to provide a uID, and
 - b) obtain the applicant's written consent to disclose the uID to the University for the purposes of verifying the applicant's current status as an Employee or Student, and for auditing the allocation of child care places by the Licencee, and
 - c) notify all applicants that:
 - I. places in the Service are allocated and maintained subject to the priority placement of children of Employees and Students, and
 - II. parents of children in the Service must notify the Licencee immediately if the parent ceases to be either an Employee or a Student; and
 - III. Provisional Placements in the Service may be allocated to non-ANU Children only as set out in A2A of these Special Conditions; and
 - IV. If there are ANU Children waiting for places in the Services, places occupied by non-ANU Children will be reallocated at the end of a Provisional Placement to the next ANU Child on the waiting list in accordance with A2 of these Special Conditions; and
 - V. Applications are only accepted if applicants agree to the above priority placement conditions on the application.
4. The number of places allocated in accordance with A1 and A2, and the quota of non-ANU Children in A2A(d), may be agreed between the parties from time to time, and the Licensor may audit the allocation of childcare places from time to time.



5. Verification of eligibility

- 5.1 Prior to the beginning of each semester and prior to any offers being made, the Licencee must provide the Licensor with a list of names and uIDs where applicable of the applicants from the waiting list to whom a child care place is to be offered.
- 5.2 The Licensor will confirm the current status of those applicants claiming Employee or Student status and provide the Licencee with verification information.
- 5.3 On receipt of the verification information, the Licencee must then allocate child care places in accordance with these Special Conditions.

6. Review of priority of enrolments

- 6.1 The Licensor and the Licencee will conduct a review of the operation of the Service under Special Conditions Part A at the following times (or at such other times as the Licensor and Licencee agree in writing):
 - i) in the third year of the Term; and
 - ii) at the Commencement Date and in the third year of a Further Term.
- 6.2 On the anniversary of the Commencement Date of each year for the Term of the Licence, and at the date of termination or expiry, the Licencee must provide to the Licensor a report containing the following information:
 - i) the total number of child care places allocated; and
 - ii) the number of places allocated to the children of the Licencee's employees; and
 - iii) the number of child care places allocated to the children of Employees; and
 - iv) the number of childcare places allocated to children of Students.

7. For the avoidance of doubt, a child of a current employee of the Licencee is not subject to provisional placement and may be placed as if he or she is an ANU child for the duration of employment by the Licencee. Should the child's parent's employment cease with the Licencee the child becomes subject to the conditions applied to a non-ANU child.

8. For the avoidance of doubt, a student who chooses to defer enrolment and who has a child in the Service at that time becomes subject to the conditions applied to a non-ANU child for the period for which enrolment is deferred. *Interpretation.*

9. For the purposes of these special conditions:

- (i) **ANU child** means a child of an Employee or a Student
- (ii) **Employee** means an individual who is employed by the University
- (iii) **Non-ANU child** means a child who is not an ANU Child
- (iv) **Provisional Placement** means placement in the service as set out in A2A
- (v) **Service** means Licencee's child care business
- (vi) **Student** means an individual enrolled in a course at the University and who has a UID
- (vii) **uID** means the unique numerical identifier issued by the University to its' students and employees
- (viii) Words importing the singular only also include the plural and vice versa
- (ix) A reference to legislation (including sub-ordinate legislation) is a reference to that legislation as amended, consolidated, re-enacted or replaced, and includes any subordinate legislation issued under it
- (x) A special reference to the Licensor of the Special Conditions means the Director of the Facilities and Services Division of The Australian National University or the Director's Authorised nominee.



Appendix 3: Australian Government Priority for Allocating Places

Every Child Care Benefit approved early childhood education and care service must abide by the guidelines and inform families when they enrol.

Employer sponsored places

If a child care service is funded by an employer for their employees' children it can give priority to those children.

Priorities

- First Priority: a child at risk of serious abuse or neglect
- 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'
- Third Priority: any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$43,727 for 2015-2016, \$45,114 for 2017-18 or who or whose partner are on income support
- Children in families from a non-English speaking background
- Children in socially isolated families
- Children of single parents

A childcare 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 you:

- Are notified when your child first entered care that your service follows this policy
- Are given at least 14 days' notice of the need for your child to vacate

<https://www.education.gov.au/priority-filling-child-care-places>