

ENROLMENT AND ORIENTATION

FREE KINDER

QUALITY AREA 6 | ELAA VERSION 1.1



PURPOSE

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

- enrolling a child at Denzil Don Kindergarten
- the orientation of new families and children into Denzil Don Kindergarten.
- 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 (including children younger than three years and younger than four years on 30 April in the year they will attend) are given equitable enrolment.
- meeting DE's priority of access requirements for both three and four-year-old children



POLICY STATEMENT

VALUES

Denzil Don Kindergarten is committed to:

- families feeling respected, safe, and supported during the enrolment process.
- proactively engaging families who may experience barriers to accessing kindergarten.
- being flexible and catering to unique family circumstances and needs.
- being transparent in the process of allocation of places with transparent communication.
- ensuring the registration and enrolment process is easy to understand 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 (*refer to Definitions*) eligible children in a 15-hour kindergarten program.

SCOPE

This policy applies to staff, students, volunteers, visitors, parents/carers, children, and others attending programs and activities at Denzil Don Kindergarten, including offsite excursions.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teachers, educators, and all other staff	Parents/carers	Contractors, volunteers, and students
R indicates legislation requirements and should not be deleted.					

Providing a free kindergarten program to children who turn 4 years of age by 30 April in the year they will attend that is delivered by a qualified early childhood teacher and is 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 3 years of age by 30 April in the year they will attend, 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				
Communicating to families the days and times the service will operate, planned closures (including public holidays and child-free days), and unplanned teacher absences or emergency situations.	R				
Applying the Priority of Access criteria to funded programs at Denzil Don Kindergarten, as described in the Department of Education's [DE] <i>The Kindergarten Funding Guide (refer to Attachment 1)</i>	R	√	√		
Communicating and providing advice to families regarding the best time to commence kindergarten for children born between January and April.	√	√	√		√
Supporting inclusion and access through specific funding streams (for eligible families): <ul style="list-style-type: none"> • Early Start Kindergarten (<i>refer to Definitions</i>) • Early Start Kindergarten extension grants (<i>refer to Definitions</i>) • Access to Early Learning (<i>refer to Definitions</i>) • Second year of funded four-year-old kindergarten (<i>refer to Definitions</i>) 	R	√	√		
Supporting families whose children may be eligible for early entry to kindergarten or late entry to kindergarten and school exemption (<i>refer to Attachment 2</i>)	√	√	√		
Explaining to families that their child can only access one funded kindergarten program 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 able to access a funded kindergarten program.	R	√	√		
Working with families to obtain an alternate form of identification when official documentation is not available.	R	√			
Complying with the <i>Inclusion and Equity Policy</i>	R	R	√	√	√
Ensuring the collection of accurate 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: <ul style="list-style-type: none"> • <i>Welcome information</i> • <i>Child Safe Environment and Wellbeing Policy and Statement of Commitment to Child Safety</i> • <i>Fees Policy</i> 	R	√	√		

<ul style="list-style-type: none"> • <i>Privacy Statement</i> • <i>Code of Conduct Policy</i> • <i>Acceptance and Refusal of Authorisations</i> • <i>Dealing With Medical Conditions</i> • <i>Incident, Injury, Trauma and Illness</i> 					
Appointing a person to be responsible for the enrolment process and the day-to-day implementation of this policy	R				
Where applicable, considering access and inclusion for children experiencing vulnerability/disadvantage in the allocation of places at the service (<i>refer to Attachment 1 and 2</i>)	R	√			
Providing families with consistent and transparent communication on waitlist management processes (<i>refer to Attachment 2</i>)	R	√			
Complying with the service's <i>Privacy and Confidentiality Policy</i> in relation to the collection of enrolment information	R	R	R	√	√
Providing opportunities for interested families to take a tour of the service to see the space before their child commences.	√	√	√		
Seeking information from parents/carers about a child's health needs, such as allergy and medical conditions.	R	√	√	√	
Ensuring a medical management plan has been provided and that the risk minimisation plan has been developed, and both documents are filed in the child's enrolment records.	R	√	√	√	
Providing any required authorisations, such as for the approved provider, nominated supervisor, or educator to seek medical treatment for the child from a registered medical practitioner, hospital, or ambulance service and, if required, transportation by an ambulance.				√	
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 before 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	√	√		
Ensuring only children whose AIR Immunisation History Statements (<i>refer to Definitions</i>) have been assessed as acceptable or eligible for the grace period (<i>refer to Definitions</i>) have confirmed places in the program.	R	√	√		
Advising parents/carers who do not have an AIR Immunisation History Statement (<i>refer to Definitions</i>) and are not eligible for the grace period that their child cannot attend the service and referring them to immunisation services	R	√	√		
Taking reasonable steps to obtain an up-to-date AIR Immunisation History Statement (<i>refer to Definitions</i>) from a parent/carer of a child enrolled under a grace 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 all enrolment forms before their child commences at the service and providing all associated documents and providing				√	

a current and up-to-date AIR Immunisation History Statement (<i>refer to Definitions</i>) for their child.					
Where a child is eligible for the 16 weeks grace period, ensuring that their immunisations are updated in line with the schedule and providing an up-to-date AIR Immunisation History Statement (<i>refer to Definitions</i>) to the service				√	
Taking reasonable steps to obtain an up-to-date AIR Immunisation History Statement (<i>refer to Definitions</i>) from all parents/carers after enrolment, timing reminders to comply with the maximum seven-month interval (<i>Public Health and Wellbeing Regulations 2019 107, Public Health and Wellbeing Act 2008 Section 143E</i>)	R	√	√		
Ensuring all authorised nominees (<i>refer to Definitions</i>) have been completed on the enrolment record (<i>refer to Definitions</i>) (<i>Regulations 160 and 161</i>) as well as authorisations from parents/carers relating to medical treatment, regular outings, health information, and transportation.	R	√		√	
Ensuring the enrolment record (<i>refer to Definitions</i>) complies with the requirements of <i>Regulations 160, 161, 162</i> and that it effectively meets the management requirements of the service.	R	√	√		
Ensuring the enrolment record (<i>refer to Definitions</i>) is updated if family circumstances change and that services are made aware if they become eligible for additional funding due to changed circumstances.	R	√	√	√	√
Ensuring enrolment records (<i>refer to Definitions</i>) are kept confidential (<i>Regulations 181, 182</i>), stored in a safe and secure place, and kept for three years after the last date that the child was educated at the service (<i>Regulation 183 (1a) (2d)</i>)	R	√	√		
Discussing the individual child's needs with parents/carers and developing an orientation program to assist them to settle into the service. The service should consider barriers parents/carers may have to disclose 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 parents/carers of a child attending the service can enter the service premises at any time, the child is being educated and cared for (<i>Regulation 157</i>), except where entry 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	√	√	√
Taking reasonable steps to contact non-attending families before the cancellation of their enrolment (<i>refer to Attachment 2</i>)	√	√	√		
Reviewing enrolment applications to identify children with additional needs (<i>refer to Definitions</i> and the <i>Inclusion and Equity Policy</i>)	√	√	√		
Assisting parents/carers to implement a consistent routine for saying goodbye to their child	√	√	√	√	

Sharing information with parents/carers regarding how their child has settled into the service.	√	√	√	√	
Discussing support services for children with parents/carers, where required, such as Pre School Field Officer, Early Intervention Programs, and Maternal Health Services	√	√	√	√	
Developing strategies to assist new families to: <ul style="list-style-type: none"> feel welcomed into the service and 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 interests and needs. discuss the values and expectations they hold in relation to their child’s learning. 	√	√	√	√	
Reading and complying with this policy.	R	R	R	√	√
Notifying the service of any changes as they occur so enrolment records remain current.				√	
Notifying Denzil Don Kindergarten in writing [if possible] if they wish to cancel their enrolment.				√	



PROCEDURES

GENERAL ORIENTATION PROCEDURE

The time required for orientation and settling will vary for each child and family, therefore, flexibility is applied during the orientation period.

- Provide reassurance to families that the service will call them if their child cannot be settled.
- Provide families with individualised strategies for positive and successful drop-off routines.
- Reassure families that they may initially leave their child for a shorter period, gradually increasing to full sessions.
- They may call and speak to the service at any time to check in on their child.
- Their child’s teacher/educator will inform them how their child is settling.

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 exceeds availability, approved providers must adhere to their eligibility and DE’s Priority of Access criteria (*refer to Definitions and Attachment 1*) when assigning 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 Equal Opportunity Act 2010 provisions. 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.

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: 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. Refer to the definitions file on the kindergarten website for regularly used terms.

Access to Early Learning (AEL): an early intervention program for a child who is at least 3 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: a national register administered by Medicare that records all vaccinations given in Australia.

Authorised nominee: (in relation to this policy) is a person who has been given written authority by the parents/carers of a child to collect the child from the service.

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 that may contribute to a child experiencing vulnerability include 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*).

Early Start Kindergarten (ESK): provides eligible children with 15 hours of free kindergarten each week led by a qualified Victorian Institute of Teaching (VIT) registered teacher. ESK is available to children who are at least 3 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 has had contact with child protection.

These children can also access free or low-cost year-before-school kindergarten through the ESK Extension Grant, regardless of whether they accessed ESK the previous year.

Eligible child: as defined by the Victorian DE Kindergarten Funding Guide:

- a child who is at least 4 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 3 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 enrolled in an early childhood and education and care service must have an AIR Immunisation History Statement indicating that the child is fully vaccinated for their age or qualifies for the 16-week grace period.

Enrolment record: the collection of documents that contain information on each child as required under the National Regulations (*Regulations 160, 161, 162*) including, but not limited to, parent/carer details; emergency contacts; authorised nominees; transportation authorisations, details of any court orders; and health information including immunisation status.

Grace period: allows children of families experiencing vulnerability and disadvantage to enrol and attend the service without an 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 must take reasonable steps to obtain the AIR Immunisation History Statement (*refer to Definitions*) and encourage families to access immunisation services.

Priority of access: in instances where more eligible children apply for a place at a service than places available, the service must allocate places using the criteria outlined in the DE Kindergarten Funding Guide (*refer to Attachment 1 and Sources*).

School Readiness Funding: DE funding for support that builds the capacity of kindergarten services, educators, and families to support the learning and development outcomes of children.

Second year of funded 4-year-old kindergarten: second year eligibility may be considered when a child shows delays in key outcomes of learning and development. When being considered for a child, an assessment is carried out by their early childhood teacher in Term 3

Waitlist registration fee: payment to cover the administration of placing a child on the waitlist for a place in the 3 or 4-year-old program. (*Refer to Free Kindergarten Fees policy*)

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
- 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

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

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: Eligibility and priority of access criteria
- Attachment 2: Enrolment registration and enrolment procedures

AUTHORISATION

This policy was adopted by the approved provider of Denzil Don Kindergarten on 16/02/2024.

REVIEW DATE: 16 / FEBRUARY/ 2025

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 register their child on the waitlist.

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.

Service providers should build flexibility into their enrolment processes that consider the circumstances of families from priority groups.

Services must first apply the DE's PoA criteria and, following this may apply locally developed criteria.

All information relating to PoA criteria should be respectfully collected from families upon enrolment, recorded in the child's 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	<p>The child is:</p> <ul style="list-style-type: none"> 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 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, or out-of-home care provider.
Aboriginal and/or Torres Strait Islander children	As part of enrolment, services must respectfully ask families, 'is your child Aboriginal and/or Torres Strait Islander?' and record this information in KIMS.
Asylum seekers and refugee children	<p>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</p> <p>Referred as a refugee or asylum seeker by a CALD outreach worker.</p>
Children eligible for the Kindergarten Fee Subsidy	<p>A child or parent/carer holds a Commonwealth Health Care Card, Pensioner Concession Card, Veteran's Affairs Card, or</p> <p>The child is identified on their birth certificate as one of a set of triplets, quadruplets, or more.</p>
<p>Children with additional needs are defined as children who:</p> <ul style="list-style-type: none"> require additional assistance to fully participate in a kindergarten program. require a combination of services that are individually planned. have an identified disability or developmental delay. 	<p>The child:</p> <ul style="list-style-type: none"> 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.

Second priority

- children who turn 4 years of age by 30 April in the year they will attend kindergarten or
- children who turn 3 years of age* by 30 April in the year they will attend kindergarten.
- children turning 6 years of age at kindergarten who have been granted an exemption from school-entry age requirements by the regional office of DET

- children who have a sibling who previously attended the same kindergarten as their first preference.
- children residing in Brunswick West and other Merri-bek suburbs ordered by proximity to the kindergarten.
- children from other Council's, ordered by proximity to the kindergarten.

Note: DE's PoA guidelines ensure that kindergarten programs are available to children who benefit the most from attending early education.

* Early Start Kindergarten and Three-Year-Old Kindergarten

During the roll-out of 3-Year-Old Kindergarten, Early Start Kindergarten (ESK) (*refer to Definitions*) 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.

Enrolling eligible children in ESK is important, even if funded 3-Year-Old Kindergarten is available at the service.

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 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. 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 3-year-old groups are being offered fewer than 15 hours.

ESK is available to children who turn 3 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 office.

Refer to the Department of Education's website for up-to-date information: www.education.vic.gov.au

ATTACHMENT 2. ENROLMENT REGISTRATION PROCESS

Timelines for the kindergarten waitlist registration

Children can be placed on our waitlist no earlier than two years before they wish to attend.

Registration forms are available on the kindergarten website: <https://denzildonkinder.org.au/enrolment/>

Date	Step
End of July	First-round <i>Offers of a Place</i> are emailed to registered families. Families are given five days to respond before any remaining places are offered to the next families on the waitlist.
Mid-August to September	Families are advised of group allocation.

Eligibility

Age

- To be eligible for 3-Year-Old Kindergarten, your child must turn three by April 30 in the year they wish to attend.
- To be eligible for 4-Year-Old Kindergarten, your child must turn four by April 30 in the year they wish to attend.

Immunisations

According to Victoria's No Jab, No Play law, 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 completing the Acceptance of a Place form.

A grace 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

Denzil Don Kindergarten follows the Department of Education's Priority of Access criteria (*refer to Attachment 1*), which prioritises the 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/carers who are asylum seekers or refugees.
- have additional developmental needs.
- hold or have parents who hold a Commonwealth Health Care, Pensioner Concession, or Veteran's Affairs Card.

Children who fit one or more of those criteria will be allocated to a place in kindergarten as a high priority.

If you believe you or your child are in exceptional circumstances requiring prioritisation and are not covered by any of the above criteria, please contact Denzil Don Kindergarten to discuss.

Fees

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

Cancellation of enrolment

Families **MUST notify the service Coordinator** of their intention to cancel their child's enrolment:

- as early as possible for pre-term 1 cancellations.
- a minimum of one-week notice (7 days) for mid-term cancellations.

Term One

Families Traveling Overseas

- Families are required to notify the service prior to extended periods of travel.

Non-contactable Families

- If a child does not attend the orientation sessions or make contact, the coordinator or the child's early childhood teacher/educator will contact the family via phone and/or email. If contact cannot be made, and the child does not attend the first full week of sessions, the coordinator will try to contact the family again, leaving a message (if there is no answer) to let them know that the enrolment will be cancelled unless contact is made. The family will be given three days to make contact before their child's place is forfeited.