

Wyndham Central Registration & Enrolment Scheme Policy – For Families

August 2026

Contents

Wyndham Central Registration & Enrolment Scheme Policy	1
Acknowledgement of Country	4
Purpose	4
Scope	4
Further Information	4
Definitions	5
Eligibility	7
Not Yet Three	7
Early Start Kindergarten	7
Additional Year	7
Children Younger than Eligible Primary School Age	8
Children Older than Eligible Primary School Age	8
Free Kindergarten	9
Pre-Prep	9
Registration	10
Process Overview	10
Key Dates	10
Additional Year	10
Submitting a Registration	11
Early Start Kindergarten and Pre-Prep Eligibility	11
Support to Complete a Registration	11
Change of Details or Registration	12
Questions?	12
Allocation	13
Process Overview	13
Key Dates	13
Priority of Access	13
Reserved Places	16
Pre-Purchased Places	16
Responding to an Offer	17
Questions?	17

Enrolment	18
Process Overview.....	18
Key Dates.....	18
No Jab, No Play	18
Change of Enrolment or Placement.....	19
Cancellation of Enrolment or Placement.....	19
Non-Attendance	19
Additional Support	22
Questions?	22
Website	23
Feedback.....	23
Privacy & Confidentiality	23
Modifications to Procedures.....	23
Further Information	23
Document Control.....	24

Acknowledgement of Country

Wyndham City Council recognises Aboriginal and Torres Strait Islander peoples as the first Peoples of Australia. We acknowledge the Bunurong and Wadawurrung Peoples as Traditional Owners of the lands on which Wyndham City operates. The Wadawurrung and Bunurong Peoples have and always will belong to the Werribee Yalook (river), creeks, stars, hills and red clay of this Country. We pay respect to their Ancestors and Elders who always have, and always will, care for Country and community today and for future generations.

Purpose

This policy outlines the process and priorities used when registering and allocating a child to funded kindergarten programs on Wyndham City's Central Registration and Enrolment Scheme (CRES).

Wyndham City Council undertakes the management of the Central Registration and Enrolment Scheme to provide a centralised point of access for families to register for kindergarten, ensuring that the policies and processes align with legislative requirements.

Scope

This policy applies to all families who seek to register their children for kindergarten services participating in Wyndham City's Central Registration and Enrolment Scheme. This policy also applies to the Council officers involved in administering the CRES and participating kindergarten services.

Further Information

For further information on the Central Registration and Enrolment Scheme, including our processes, visit www.wyndham.vic.gov.au/kinder.

If you require any assistance or have any questions, please contact Child & Family Support at **KinderRegistrations@wyndham.vic.gov.au** or on **1300 370 567**.



If you need support from Translating and Interpreting Services, contact **131 450**.

Wyndham City also offers free interpreting services. Contact us at **KinderRegistrations@wyndham.vic.gov.au** or on **1300 370 567**.

Wyndham City's **Outreach CALD Support** program aims to support Culturally and Linguistically Diverse families to access and participate in kindergarten, early childhood services and transition to school. Contact **0428 894 946** or **kindergartenreferrals@wyndham.vic.gov.au** for more information or support.

Definitions

Allocation	The process of allocating a place based on preferences selected by families at registration.
Central Registration and Enrolment Scheme (CRES)	A best-practice model that streamlines the process of registering children in kindergarten programs for families and service providers, ensuring the process is consistent, inclusive, and equitable.
Central Registration System	The online system that accepts registrations and allocates kindergarten places on behalf of participating Kindergarten Services.
Child & Family Support	Council officers responsible for administering the Central Registration and Enrolment Scheme.
Early Start Kindergarten (ESK)	Free kindergarten that enables eligible three-year-old children to access a funded kindergarten program for up to 15 hours per week (or 600 hours per year) delivered by a qualified early childhood teacher, two years before commencing school.
Kindergarten Service	The locations or providers offering a funded-kindergarten program, who participate in Wyndham City's Central and Enrolment Registration Scheme, including services managed by Wyndham City.
Eligible Child	A child who is eligible to be allocated a kindergarten place in a participating Kindergarten Service.
Enrolment	The process of enrolling at a Kindergarten Service once a place has been allocated and accepted.
Kindergarten Funding Guide	Information from DE for funded Kindergarten Services about the range of funding that is available, eligibility criteria, and the obligations and accountability in receiving funding. https://www.vic.gov.au/kindergarten-funding-guide .
Kindergarten Place	A spot within a group at a Kindergarten Service, which can be allocated to families as part of the Central Registration and Enrolment Scheme Policy.
Kindergarten Program or Group	A designated schedule of days and times for a child to access kindergarten. Groups are outlined in the Kindergarten Timetable, available at https://www.wyndham.vic.gov.au/kinder .
Pre-Prep	In Victoria, Four-Year-Old Kindergarten is becoming Pre-Prep. There is no difference between the program offered for Four-Year-Old Kindergarten and Pre-Prep. Pre-Prep offers children more hours to learn and socialise through play. Pre-Prep will be rolled out in Wyndham by 2036.
Priority of Access	The set of criteria used to prioritise registrations and allocate registered places for services participating in Wyndham City's Central Registration and Enrolment Scheme. The Priority of Access Criteria is in line with the Victorian Department of Education and Training's Kindergarten Funding and Priority of Access Guidelines

	and Wyndham City's Central Registration and Enrolment Scheme procedure to prioritise identified high-priority children and children who fit the local criteria.
Registration	The process of registering for kindergarten programs that participate in the Central Registration Scheme.
Vulnerable Children	The Kindergarten Funding Guiding defines children as vulnerable if the capacity of parents and family to effectively care, protect and provide for their long-term development and well-being is limited. Some factors which may contribute to a child being vulnerable include living in a family with a low income, or one which is experiencing problems with housing, domestic violence, substance abuse, or mental health; having a culturally and linguistically diverse background; having a young or sole parent, or a parent with a disability.
Waitlist	Children who have been registered but not placed will be automatically added to the waitlist. Eligible children on the waitlist will be considered for available places in each round of allocation, subject to relevant cutoff dates.

Eligibility

Children are eligible to attend one year of funded three-year-old kindergarten and one year of funded four-year-old kindergarten prior to starting primary school.

The year each child starts at kindergarten directly relates to the age they will start at primary school. Families are encouraged to consider the year they would like their child to start primary school when deciding on when their child will start kindergarten. The expectation is that children move on to their four-year-old kindergarten after completing their three-year-old kindergarten year.

Please refer to the Department of Education's [Starting Age Calculator](#) to find out when your child is eligible.

Not Yet Three

Families who have children born between 1 January and 30 April can choose which year their child starts three-year-old kindergarten. They can start in the same year they turn three or in the year they turn four. Families are encouraged to speak with their Maternal & Child Health nurse, a kindergarten educator, or health professional about the best time for their child to start at three-year-old kindergarten.

To be eligible for the free kindergarten program children need to turn three by the 30 of April in the same year they are to attend three-year-old kindergarten. Kindergarten services will not permit a child to commence kindergarten until they turn three.

Early Start Kindergarten

Early Start Kindergarten (ESK) provides a 15-hour per week kindergarten program to eligible three-year-old children, as determined by the Department of Education. Children are eligible for ESK if they are aged 3 by the 30 April in the year they will be attending kindergarten, and any one of the following:

- The child is known to Child Protection, including children in Out-of-Home Care
- Aboriginal and/or Torres Strait Islander children
- Asylum seeker and refugee children

Additional Year

If your child meets certain criteria due to their learning and development needs, they may be eligible to access an additional year of either three-year-old or four-year-old kindergarten, but not both.

Your kindergarten educator will discuss this with you and support you to re-register your child for an additional year of kindergarten.

Children Younger than Eligible Primary School Age

If your child is less than four years of age by April 30th in the year of attendance, and you would like your child to attend a four-year-old kindergarten program, you will be required to request early age entry in writing to the school your child will be attending in the following year. The request will be considered by the school's Principal and submitted to the Regional Director of the Department of Education.

Families may be required to supply the written response from the Department of Education as part of registration or enrolment.

Should your child not attend school the following year, they will not be eligible for another year of funded kindergarten, unless otherwise outlined as per the relevant funding guidelines and policies.

For more information, please visit [here](#) or contact the Department of Education.

Children Older than Eligible Primary School Age

Some children may turn six years of age during their kindergarten year. This is usually relevant in the case of children who have been identified as requiring an additional year of kindergarten. Children who will turn six before the last day of Term 4 of the kindergarten year are required to apply for an exemption from school from the relevant Regional Director of the Department of Education.

Families may be required to supply the approved letter as part of registration or enrolment.

More information can be found [here](#).

Free Kindergarten

All kindergarten services participating in Wyndham City's CRES provide sessional kindergarten programs and are required to opt in to provide Free Kindergarten. This means that these kindergarten services receive funding directly from the Victorian Government and families do not have to pay for kindergarten programs out-of-pocket.

Free Kindergarten supports the access of two years of high-quality kindergarten programs for all Victorian children. All children enrolled in a funded kindergarten program at a participating kindergarten service are eligible for Free Kindergarten from 2023.

Pre-Prep

In Victoria, Four-Year-Old Kindergarten is becoming Pre-Prep.

There is no difference between the program offered for Four-Year-Old Kindergarten and Pre-Prep. Pre-Prep offers children more hours to learn and socialise through play. Pre-Prep will be rolled out in Wyndham by 2036 in accordance with the below schedule.

Maximum hours of Four-Year-Old Kindergarten and Pre-Prep per week

	Launch year	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036
2034 Pre-Prep launch Metropolitan Melbourne (all remaining LGAs)		15	15	15	15	15	15	15	15	15	20	25	30
2026 Pre-Prep launch Statewide, children: • Who are Aboriginal and Torres Strait Islander • from a refugee or asylum seeker background • who have had contact with Child Protection		15	25	25	30	30	30	30	30	30	30	30	30
2028 Pre-Prep launch Statewide, children: • who have (or have a parent or guardian who has) a Commonwealth concession card • from a multiple birth (triplets or more)		15	15	15	25	25	30	30	30	30	30	30	30

From 2036, children across Victoria can access 30 hours of Pre-Prep per week

- Assumes programs are delivered over 40 weeks per year.
- Pre-Prep programs must deliver a minimum of 16 hours per week.

For more information about Pre-Prep and the rollout, visit <https://www.vic.gov.au/preprep>.

Registration

Process Overview

The registration process allows families to submit an application for their child to be considered for a place in a kindergarten program.

A kindergarten registration will ask for the following information:

- General and contact details of the child and caregiver.
- Information to help determine whether any Priority of Access or Local Criteria apply (see **Priority of Access**).
- Kindergarten program preferences to a specific kindergarten group at participating kindergarten service.

Once a registration is submitted, they are checked by Child & Family Support. Child & Family Support may contact families if registrations are incomplete.

Once checked, a registration will be placed on the waitlist and be considered for the applicable round of allocation (see **Allocation**).

Key Dates

Registrations open the year prior to attendance, as advertised by Wyndham City, and are accepted until Term 3 of the year of attendance.

Additional Year

Children enrolled in four-year-old kindergarten programs may be eligible to access a second year of funded four-year-old kindergarten. This is determined by the early childhood teacher's assessment during their first year of four-year-old kindergarten.

From 2026, children enrolled in a funded three-year-old kindergarten program may be eligible to access a second year of funded three-year-old kindergarten.

Early childhood teacher's will discuss whether this is an appropriate option for your child, and they will support your family to register for an additional year of kindergarten.

Information Provided to Families at Registration

At the time of registration, to support families through the registration and enrolment process, they will be advised that:

- Acceptance of a kindergarten placement indicates an intention for the child to attend the service.
- Families are responsible for responding to enrolment offers and completing any enrolment requirements requested by the kindergarten service.
- Families are expected to notify Child & Family Support if they no longer require the allocated place or if circumstances prevent their child from attending.
- Child & Family Support will monitor attendance in partnership with kindergarten services and families may be contacted where attendance is irregular or where a child does not commence attendance after accepting a place.
- If repeated attempts to contact a family are unsuccessful and a child does not commence or attend kindergarten, the placement may be reviewed and withdrawn.
- Withdrawn places may be offered to another child awaiting placement.
- Prior to any withdrawal of a placement for a vulnerable child or Pre-Prep child, Child & Family Support will undertake additional review and engagement to ensure all reasonable opportunities to support participation have been explored.

Submitting a Registration

Wyndham City accepts registrations via the Central Registration System or as physical copies.

Families are required to complete one registration per child for each year of kindergarten, and registrations or enrolments are not automatically renewed.

To be considered for each round of allocation, a registration must be submitted by the cutoff dates.

Early Start Kindergarten and Pre-Prep Eligibility

If a child is eligible for Early Start Kindergarten or Pre-Prep, Child & Family Support may contact the family to provide more information about these programs.

Support to Complete a Registration

Wyndham City recognises that some families need extra support to register for kindergarten. These may include families who are experiencing vulnerability and disadvantage, and families from Culturally and Linguistically Diverse (CALD) backgrounds, particularly those from newly arrived and refugee backgrounds.

Assistance is available to support families:

- Maternal & Child Health Service (MCH)

- CALD Outreach Support Officer
- Free interpreting services

To request assistance directly or on behalf of a family, please contact Child & Family Support at **KinderRegistrations@wyndham.vic.gov.au** or on **1300 370 567**.

Change of Details or Registration

Wyndham City must be notified of any change to a kindergarten registration as soon as practicable to ensure that this information is current when allocating places.

If you wish to update your contact details or other information on your child's kindergarten registration, please notify Child & Family Support in writing at **KinderRegistrations@wyndham.vic.gov.au**.

If you wish to update your preferences, you can do so by accessing the **Update Preferences** information in your confirmation email, or by writing to Child & Family Support at **KinderRegistrations@wyndham.vic.gov.au**.

If you wish to withdraw your child's kindergarten registration, please also contact Child & Family Support at **KinderRegistrations@wyndham.vic.gov.au** or on **1300 370 567**.

Questions?

If you have any questions about the registration process, please contact Child & Family Support at **KinderRegistrations@wyndham.vic.gov.au** or on **1300 370 567**.



If you need support from Translating and Interpreting Services, contact **131 450**.

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Allocation

Process Overview

Allocation is the process of placing all eligible children into available kindergarten places or returning them to the waitlist. Kindergarten places are allocated in a consistent and equitable way in line with the Department of Education's Priority of Access policy.

An allocation considers the Priority of Access applied to a particular child and the preferences nominated at registration. Preferences should only be selected where the family is willing to accept a place if offered.

Please also note that kindergarten groups, session times, and the composition of groups (e.g. mixed age group / single age group / rotational model) are subject to change. If changes are made, this information will be promptly communicated to families via telephone and/or email.

Key Dates

Allocations for a kindergarten year are completed in rounds. Round 1 takes place the year prior to the kindergarten year and the final round typically occurs prior to the commencement of Term 4 of the nominated kindergarten year.

Each round of allocation will only consider eligible registrations received by the relevant cutoff date.

Priority of Access

In line with the Victorian Department of Education's Kindergarten Funding and [Priority of Access Guidelines](#), preference is given to registrations using a points-based weighting system in order of **high priority children** and then children who fit Wyndham City's **local criteria**.

- Families may be required to provide appropriate proof to be allocated points as per the criteria.
- Registered places are allocated in order from highest points to lowest points, according to the availability of a family's preferences.
- Where two or more children have the same points value, the Central Registration System will allocate randomly.
- Places are not allocated based on the time of submission. All registrations received by the cutoff date will be considered during an allocation.
- In the best interest of all children and families, Wyndham City reserves the right to consider factors such as group size, group dynamics, and other special considerations when allocating registered places to families. Kindergarten services may contact families to discuss.
- Registrations submitted after the specified cutoff date will not be considered in that round of allocation.

- Children that meet the Pre-Prep priority cohort criteria also meet the Tier 1 PoA criteria. These children must be given priority over children who do not meet the Tier 1 criteria.

Allocations will occur monthly for the first three rounds and, thereafter, will generally occur fortnightly.

In line with the Victorian Department of Education's Kindergarten Funding Guidelines, Wyndham City applies a Priority of Access criteria to all eligible registrations received. This Priority of Access framework requires that preference is given to registrations for children eligible for the **Department of Education's criteria**, followed by those eligible for Wyndham City's **local criteria**.

Victorian Department of Education Criteria

The below criteria have been developed by the Victorian Department of Education and is required to be applied to all eligible registrations. Further information and definitions can be found [here](#).

Criteria – Tier 1	Application of Criteria	
	2026	2027 & Beyond
Children eligible for and/or attending Early Start Kindergarten	•	•
Children in Out-of-Home Care	•	•
Families known to or referred by Child Protection or similar agency/practitioner	•	•
Families experiencing family violence		•
Aboriginal and/or Torres Strait Islander children	•	•
Asylum seeker and refugee families – with applicable visas	•	•
Asylum seeker and refugee families – with lived experience		•
Children or families holding applicable subsidy cards	•	•
Children from multiple births (triplets or quadruplets)	•	•
Children with additional needs – with approved Kindergarten Inclusion Support program	•	•
Children with additional needs – referred by or connected to National Disability Service Scheme (NDIS)	•	•
Children with additional needs – referred by or connected to Early Childhood Intervention Service	•	•
Children with additional needs – referred by Preschool Field Officer or Maternal & Child Health Nurse	•	•
Children doing an approved additional year of kindergarten	•	•
Children with additional needs – is diagnosed with a disability or developmental delay or is undergoing diagnosis		•
Children with additional needs – presents with developmental concerns		•
Children with additional needs – with complex medical needs		•
Caregivers with additional needs – connected to NDIS or with complex medical needs		•

Criteria – Tier 2	Application of Criteria	
	2026	2027 & Beyond
Children currently attending the same service as their first preference kindergarten. At Wyndham City, attendance will be recognised for children who are either enrolled at the service until the last day of Term 4 or who attend the service for at least one term.		•

Wyndham City Local Criteria

The below criteria have been developed by Wyndham City and is applied to all eligible registrations to support children to access kindergarten across the municipality.

Criteria	Application of Criteria	
	2026	2027 & Beyond
Children currently attending the same service as their first preference kindergarten. At Wyndham City, attendance will be recognised for children who are either enrolled at the service until the last day of Term 4 or who attend the service for at least one term.	•	
Children with a sibling(s) who is/has attended their first preference kindergarten service.	•	
Children with a sibling(s) who is/has attended their first preference kindergarten service within the previous 3 years.		•
Children who reside in the same suburb as their first preference kindergarten service.	•	
Children whose first preference is the closest to their home in a straight line.		•
Children and families with a connection to Wyndham, including residence, work, study, or childcare.	•	
Children and families with a connection to Wyndham, including residence (or future residence), work, study, or childcare.		•
Children with a sibling(s) who is registering for the same year of kindergarten with the same first preference kindergarten service.		•

To determine eligibility, Wyndham City may require that families provide appropriate evidence and supporting documentation. Some of this documentation has been outlined below. Please note this list is not exhaustive, and additional information may be required.

Criteria	Example of Process or Proof for Verification
Children eligible for and/or attending Early Start Kindergarten Children in Out-of-Home Care Families known to or referred by Child Protection or similar agency/practitioner Families experiencing family violence	This question may be respectfully asked as part of the registration or enrolment process. A referral letter may be required.

Aboriginal and/or Torres Strait Islander children	This question may be respectfully asked as part of the registration or enrolment process.
Asylum seeker and refugee families	An appropriate visa that identified the child and/or parents/caregiver as a refugee or asylum seeker. This includes: - Refugee or Asylum Seeker Visa (200, 201, 202, 203, 204, 449, 785, 786, 790, 851, or 866) - Bridging Visa for any of the above Refugee or Asylum Seeker visas. - Current or expired ImmiCard
Children or families holding applicable subsidy cards Children from multiple births (triplets or quadruplets)	The provision of the any of the following: - A Commonwealth Health Care Card. - A Commonwealth Pensioner Concession Card. - A Department of Veterans Affairs Gold Card or White Card. - Disability Health Care Card Or multiple birth children (triplets or quadruplets) as per recorded date of birth or birth certificate.
Children or caregivers with additional needs	A relevant plan, letter of support, or referral by: - A kindergarten educator, as the child is assessed as having delays in two or more areas and is declared eligible for an additional funded year of kindergarten - Kindergarten Inclusion Support Package - National Disability Insurance Scheme - Early Childhood Intervention Service - Preschool Field Officer - Maternal and Child Health Nurse - Medical practitioner or specialist

Reserved Places

Wyndham City may reserve registered places at each kindergarten service for children identified as high priority as per the Priority of Access policy.

Any remaining places not filled will be released as determined by Wyndham City.

Pre-Purchased Places

Each year, the Department of Education provides pre-purchased places to Wyndham City, which are to be held at the allocated services. These places can be offered to families who meet the Department's Priority of Access Criteria, as outlined above, in line with the Department's guidelines.

Responding to an Offer

Once the round of allocation is completed, families will receive an outcome email to the primary email address provided on the registration.

If a child has not been placed into a group, the family will receive a *Waitlist* email, asking them to review the groups available and update preferences if they wish.

If a child has been placed into a group, the family will receive an *Offer* email, asking them to respond. Families can respond in the following ways:

- **Accept:** Accept the kindergarten group placement offered for their child.
- **Decline & Wait:** Decline the place offered and be placed on the waitlist for their other kindergarten group preferences. Children on the waitlist will be considered for the subsequent round of allocation, alongside any additional registrations received before relevant cutoff dates. Waitlisted families are not given priority in subsequent rounds of allocations, other than what is outlined in the Priority of Access criteria (see **Priority of Access**).
- **Cancel:** By selecting this option, the family has decided to withdraw their child's kindergarten registration. The registration will be cancelled, and their child will not be considered for future rounds of allocation.
- **No Response received within timeframe:** If no response has been received by the end of the time frame indicated in the *Offer* email, families may have their offer withdrawn and registration cancelled.

Questions?

If you have any questions about the allocation process, please contact Child & Family Support at **KinderRegistrations@wyndham.vic.gov.au** or on **1300 370 567**.



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Enrolment

Process Overview

After a round of allocation has closed and families have responded to their offers, Child & Family Support will provide registration information of newly-placed children to their respective kindergarten service.

Once placed, families will be required to complete their enrolment with the kindergarten service. Each kindergarten service will contact their newly-placed families to arrange enrolment, including documentation, and support with next steps.

Key Dates

From September the year prior, Child & Family Support will share registration data with the kindergarten service that a child has accepted a place in.

From October the year prior onwards, kindergarten services will make contact with families to provide them with information about the kindergarten program, orientation, and to invite them to formally enrol their children in the kindergarten service.

No Jab, No Play

The *Public Health Amendment (No Jab No Play) Act 2015* states that kindergarten services cannot enrol a child unless the parent/guardian has provided documentation that shows the child:

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

Some families may have difficulties getting their child vaccinated or getting the documents needed to prove their child's immunisation status. The 16-week support period gives these families time to access early childhood education and care services while receiving information and assistance to obtain the required immunisation history statement from the Australian Immunisation Register (AIR), and/or get their child/children's immunisations up to date.

During this 16-week period:

- The child can attend the service
- The family can get help to:
 - access vaccination, and/or
 - obtain an Immunisation history statement from the AIR.

Children whose parents have not provided evidence of their immunisation status or have provided evidence that states they are not up to date with their immunisations are eligible for the support period if they:

- identify as Aboriginal or Torres Strait Islander
- are a refugee or asylum seeker
- are from multiple births of triplets or more
- hold or their parent holds a healthcare card
- have a parent who is a pension concession card holder
- are evacuated from their home due to an emergency (such as a flood or bushfire)
- are in the care of an adult who is not their parent due to exceptional circumstances (such as parental illness or incapacity)
- are in the care of a parent who is a Gold or White Department of Veterans' Affairs card holder
- are involved with child protection services, or have been in the past
- receive support through Family Services, or have in the past
- are living in crisis or emergency accommodation
- are being supported by a housing agency or family violence service

For more information, visit <https://www.health.vic.gov.au/immunisation/no-jab-no-play>.

Change of Enrolment or Placement

If families would like to change their enrolment or placement with any kindergarten service on the Central Registration & Enrolment Scheme, the family must contact Child & Family Support.

For information on how to change a child's enrolment or placement, please contact Child & Family Support.

Cancellation of Enrolment or Placement

If families would like to cancel their enrolment or placement with a kindergarten service, the family must notify the service and/or Child & Family Support in writing.

For information on how to change a child's enrolment or placement, please contact Child & Family Support.

Non-Attendance

Wyndham City Council is committed to ensuring kindergarten places are utilised effectively and equitably while supporting children and families experiencing barriers to participation. If a child does not begin attendance at a kindergarten within the first two weeks of the program commencing or stops attending for a prolonged period without explanation and there has been no communication from the family after attempts to contact them, the child's place may be cancelled. Child & Family Support in partnership with CRES kindergarten services will adhere to the following process:

Stage 1 – Initial Follow-Up by Kindergarten service

The Kindergarten service will:

- Attempt to contact the family using available contact methods such as telephone, SMS and email.
- Seek to understand any barriers preventing attendance.
- Provide information regarding available supports that may assist the family to re-engage.

Stage 2 – Escalation to CRES

Where the kindergarten service has been unable to contact the family or resolve attendance concerns, the service may request support from CRES.

CRES may:

- Review the enrolment record and contact information.
- Conduct additional contact attempts via telephone, SMS and email.
- Liaise with the kindergarten service regarding engagement efforts and attendance history.

Stage 3 – Placement Review

A placement review may occur where:

- A child has not commenced attendance following acceptance of a place; or
- A child has not attended for an extended period; and
- Multiple documented attempts have been made by both the kindergarten service and CRES to contact the family without success.

Prior to any decision, consideration will be given to:

- The child's vulnerability status.
- Whether the child is eligible for Pre-Prep.
- Known family circumstances.
- Any information indicating the family may still intend to access the place.
- Whether support services are involved with the family and information can be appropriately shared under relevant legislative arrangements.

Stage 4 – Final Notice

Before a placement is withdrawn:

1. A final written notice will be issued to the family advising:
 - The attendance concerns.
 - Previous unsuccessful contact attempts.
 - The proposed cancellation date.
 - How the family can retain the place by contacting the service within the specified timeframe.
2. Families will be given a reasonable opportunity to respond before any decision is made.

Stage 5 – Withdrawal of Placement

Where:

- No response is received following the final notice; and
- Attendance has not commenced or resumed,

the kindergarten service may withdraw the enrolment in accordance with its policies and procedures.

Once withdrawal is confirmed:

- The kindergarten service will notify CRES.
- CRES will cancel the placement within the central registration system.
- The vacancy may be offered to another child awaiting placement.

Guiding Principles

When considering placement reviews and withdrawals, CRES and participating providers will seek to balance:

- The child's right to access and participate in early childhood education.
- Support for vulnerable children and families experiencing barriers to engagement.
- Fair and equitable access to kindergarten places for all children within the municipality.
- The efficient utilisation of available kindergarten places.

All children and families will be supported to attend in consideration of their individual needs.

Additional Support

If a child or family needs additional support to access and participate in kindergarten, additional services are available to support the individual needs of each child. Wyndham City recommends connecting with your enrolled kindergarten service or educator to discuss your needs, or you can connect with:

- Maternal & Child Health – contact **1300 370 567**
- CALD Outreach Support Officer – contact **0428 894 946** or **kindergartenreferrals@wyndham.vic.gov.au**

Information on additional support for children at kindergarten can also be found [here](#).

Questions?

If you have any questions about the enrolment process, please contact your kindergarten service.

If you are unsure who this is, please contact Child & Family Support at **KinderRegistrations@wyndham.vic.gov.au** or on **1300 370 567**.



If you need support from Translating and Interpreting Services, contact **131 450**.

Wyndham City also offers free interpreting services. Contact us at **KinderRegistrations@wyndham.vic.gov.au** or on **1300 370 567**.

Website

Information about Wyndham City's Central Registration and Enrolment Scheme, including more information on processes and additional services, can be found by visiting our at www.wyndham.vic.gov.au/kinder.

Feedback

Wyndham City welcomes any feedback about the Central Registration and Enrolment Scheme and its related processes. To provide your feedback, please contact Child & Family Support at **KinderRegistrations@wyndham.vic.gov.au** or on **1300 370 567**.

For any feedback or complaints about an experience at a kindergarten service, Wyndham City and the Department of Education recommends that you first contact your kindergarten service directly. For additional support, please contact the Department of Education [here](#).

For any feedback about Department of Education policies, please contact the Department of Education [here](#).

Privacy & Confidentiality

The collection and use of your personal and/or health information and that of your child may be required in the administration of the Central Registration and Enrolment Scheme and completion of related processes. Wyndham City administers this in accordance with the *Privacy and Data Protection Act 2014* (previously the *Information Privacy Act 2000*) and the *Health Records Act 2001*.

For more information please see [Wyndham City Council's Privacy Policy](#).

Modifications to Procedures

While Wyndham City Council will adhere to this policy in relation to kindergarten registrations it may, at its discretion, make modifications to the procedures where extenuating circumstances apply.

Further Information

For further information regarding this policy please contact Child & Family Support at **KinderRegistrations@wyndham.vic.gov.au** or on **1300 370 567**.

Document Control

Document Name	Wyndham Central Registration & Enrolment Scheme Policy – For Families
Internal or External	External
Owner	Coordinator Family & Sector Partnerships
Document Status	Approved
Approver	Manager Community Support
Version	2.2
Approved Date	
Next Review Date	