

# Children's Services

## Frequently asked questions



### Contents

<b>Central Registration System</b> .....	<b>3</b>
What is CRS (Central Registration System)?.....	3
How does CRS work? .....	3
Who do I speak to if I want to begin a new application, change my details or preferences, or ask questions? .....	3
When can I register my child? .....	4
Does City of Yarra charge a fee to register my child? .....	4
Can I register more than one child?.....	4
I need assistance to register my child.....	4
Can I change my details once I have registered? .....	4
What documentation do I need to provide? .....	4
<b>Priority of Access at Yarra</b> .....	<b>5</b>
What is Priority of Access? .....	5
What services does the Priority of Access policy apply to?.....	5
Which children and families receive priority of access? .....	5
How do you decide what my child's priority is? .....	5
Will my child be asked to leave if a higher priority child requires a spot? .....	5
<b>Government Childcare Subsidy (CCS)</b> .....	<b>6</b>
What is Childcare Subsidy (CCS) and how do I know if I am eligible? .....	6
<b>Registering for long day care in Yarra</b> .....	<b>6</b>
I want to register for long day care – should I visit the services first? .....	6
I have a child already attending a service – do my other children get priority?.....	6
What is the activation date for long day care? .....	6

I have been waiting for a place for a long time and a family who registered after me have received an offer.....	6
How do I know if my residence or workplace is in Yarra? .....	7
Are Yarra’s services zoned residentially? .....	7
<b>Registering for kindergarten in Yarra.....</b>	<b>7</b>
My child already attends long day care, do I need to register for sessional kindergarten as well? .....	7
When can my child go to kindergarten?.....	7
What is early start kindergarten? .....	8
Is my child eligible for early start kindergarten? .....	8
Where can I find more information about early start kindergarten? .....	8
My child attends three-year-old pre-kinder at a Yarra-managed or participating service, do I need to register for four-year-old funded kinder? .....	8
My child did not receive an offer for a place in three-year-old pre-kinder at a Yarra-managed or participating service, do I need to register for four-year-old funded kinder? ...	8
Can my child attend more than one funded kindergarten program at the same time? .....	9
How long will I have to wait for a place? .....	9
How do I know if my residence or workplace is in Yarra? .....	9
Are Yarra’s services zoned residentially? .....	9
<b>Receiving an offer .....</b>	<b>9</b>
How will I receive an offer?.....	9
<b>Family day care .....</b>	<b>10</b>
Does Yarra offer family day care? .....	10
<b>Immunisation requirements .....</b>	<b>10</b>
Does my child need to be immunised to attend one of Yarra’s children’s services? .....	10

## Central Registration System

### What is CRS (Central Registration System)?

- Yarra's CRS is an easy and impartial way for families to register their children into Council-operated or associated children's services, including: participating is the correct word to use here
  - long day care, including integrated kindergarten programs
  - three-year-old pre-kindergarten – sessional sessional is also the correct word – there's nothing else to use to describe this service
  - four-year-old funded kindergarten – sessional and integrated kindergarten programs.

### How does CRS work?

- We oversee registration we prefer original wording on behalf of our childcare and kindergarten services and the any participating community managed services in Yarra. All services are listed on the CRS forms. For information and registration with other early childhood education and care services in Yarra, contact us this is not a query for Yarra – families need to contact those services directly directly.
- You can access a list of children's services in Yarra [here](#), or search for early childhood services at [www.mychild.gov.au](http://www.mychild.gov.au).
- You should only apply through the CRS after the birth of your child. It's important to contact and visit centres to choose the service that suits you best.
- Completion of the CRS form does not guarantee placement. We strongly recommend you explore all options available to you within the city.
- For long day care, once your registration has been processed, the system places your registration onto a list. This position is determined by priority of access, age of your child, the date we received your registration, and preference of chosen services.
- Families living outside of Yarra may apply, however priority is given to Yarra residents. We will offer you a place at the service in accordance with your preferences and that has a vacancy first.

### Who do I speak to if I want to begin a new application, change my details or preferences, or ask questions?

- Contact Yarra's customer service team on 9205 5555 or email [info@yarracity.vic.gov.au](mailto:info@yarracity.vic.gov.au).

### **When can I register my child?**

- When you register your child, please ensure you enter both a first and last name for your child as shown on your child's birth certificate.
- Registrations for long day care are accepted from birth.
- Registrations for kindergarten are accepted in the year prior to attending kindergarten.
- Yarra does not accept registrations for unborn children.

### **Does City of Yarra charge a fee to register my child?**

- No. After 1 July 2020 we no longer charge a registration fee.

### **Can I register more than one child?**

- Yes. A separate registration must be completed for each child.

### **I need assistance to register my child.**

- Yarra's Customer & Business Support team at Collingwood Town Hall and Connie Benn Centre can meet with families between 10am to 4pm on Tuesdays to assist with registrations. *Please note, there are currently restrictions on visitors attending Council sites – once families are able to attend we will update this information.*
- You must make an appointment. Call us on 9205 5555 to book a time that suits you.

### **Can I change my details once I have registered?**

- Yes. You are responsible for keeping your information current. Needs to stayCall us on 9205 5555 to update your details.

### **What documentation do I need to provide?**

- Before you get started, you will need to have some documentation (if relevant) ready to upload with your application. You may be required to upload these documents, if applicable, during your application:
  - a copy of a current Health Care Card this needs to stay (for kindergarten registrations only)
  - evidence/information supporting your situation if you answer 'yes' to questions relating to the health of your family and/or diagnosis of disability.

## Priority of Access at Yarra

### What is Priority of Access?

- Priority of Access ensures that there is a clear and transparent process for the allocation of places in Yarra's operated children's services and other participating services. You can read more about this in our [Priority of Access Policy](#).

### What services does the Priority of Access policy apply to?

- The policy applies to all child care (long day care, occasional care and outside school hours care) and kindergarten services delivered by Yarra. The policy also applies to services delivered by another party from one of our buildings.

### Which children and families receive priority of access?

- We give priority to children and families facing various challenges and hardships, with the top priority given to children at serious risk of abuse or neglect.
- Our policy also prioritises people with a disability or chronic illness, Aboriginal and/or Torres Strait Islander people, and refugees and asylum seekers.
- Our policy also preferences families living in Yarra, and children with siblings already attending our services.
- View our [policy](#) to see the complete list of priority areas.

### How do you decide what my child's priority is?

- If two children fall within the same priority area, the child with the highest priority score will be offered a place first.
- Points are added for each of the main priority areas your child qualifies for (e.g. a child at risk of serious abuse or neglect) and extra points are added for any of the sub-tiers they qualify for (e.g. child with a disability or developmental delay).

### Will my child be asked to leave if a higher priority child requires a spot?

- No. Once your child has been accepted into one of our services, we will not ask them to make way for another child.

## Government Childcare Subsidy (CCS)

### What is Childcare Subsidy (CCS) and how do I know if I am eligible?

- The [Childcare Subsidy](#) is paid directly to services to offset against families long day care fees. More information about individual subsidy rates and annual cap changes is available in the [New Child Care Package brochure](#).

## Registering for long day care in Yarra

### I want to register for long day care – should I visit the services first?

- Prior to registering for services families are encouraged to visit the centres/kindergartens for a tour. *Please note, Victorian Childcare and Kindergartens currently have restrictions on visitors attending – once families are able to attend we will update this information.* (Later this year you will be able to watch virtual tours – we expect these to be available on our website in October.)
- Families should only nominate services they are happy to accept if offered. Nominating a service does not guarantee an offer.
- Services are not zoned into particular areas or residential locations.

### I have a child already attending a service – do my other children get priority?

- Yes. Siblings of children already attending the same service will be given priority in the allocation process. To ensure our Priority of Access Policy is followed, siblings must be allocated through Yarra's CRS. You will need to complete the CRS form.

### What is the activation date for long day care?

- Families should choose an activation date that is indicative of when they would be prepared to accept an offer for their child.
- The activation date can't be in the past.

### I have been waiting for a place for a long time and a family who registered after me have received an offer.

- Access to children's services in Yarra is guided by [Federal Government guidelines](#) and/or [Yarra's Priority of Access Policy](#).

- Families who live in Yarra are also prioritised. This is in addition to the criteria set by the Federal Government's Priority of Access Guidelines.
- You can always contact us on 9205 5555 for an update on your registration. As long as your registration details are up to date, we will contact you as soon as we have an offer for you.
- We offer places in order of need, not in order of application. It isn't possible to suggest how long you will need to wait. We only consider the order of applications when two children qualify for the same priority area and have the same priority weighting. If you request a place at more than one centre, this may result in a reduced waiting time.

### **How do I know if my residence or workplace is in Yarra?**

- Yarra includes the suburbs of Abbotsford, Burnley, Carlton North, Clifton Hill, Collingwood, Cremorne, Fitzroy, Fitzroy North, Princes Hill, Richmond and parts of Alphington and Fairfield. Add link to municipality map if possible

### **Are Yarra's services zoned residentially?**

- No. Services are not zoned to particular areas or residential locations.

## **Registering for kindergarten in Yarra**

### **My child already attends long day care, do I need to register for sessional kindergarten as well?**

- Children registered for or enrolled and attending long day care must also register for kindergarten if they wish to be considered for a place in the needs to be a or one of the because there is more than one sessional kindergarten program.
- If you would like your child to participate in a kindergarten program within the long day care setting, your child will automatically transition into that room.

### **When can my child go to kindergarten?**

- Registrations for kindergarten can be made in the year prior to attending kindergarten. We accept registrations from 1 January every year.
- For three-year-old pre-kindergarten, your child must be three years old on or before 30 April in the year that they are to attend the program. If your child turns three after

the kindergarten year starts, you may be required to delay attendance until the child's third birthday. You may also need to pay Term 1 fees to hold their place.

- A child is eligible to attend a four-year-old State-funded kindergarten program when they turn four on or before 30 April in the year before they attend school.

### **What is early start kindergarten?**

- Early start kindergarten provides free or low-cost kindergarten to eligible three-year-old children where programs are offered by a qualified teacher.

### **Is my child eligible for early start kindergarten?**

- Your child is eligible if they are aged three by 30 April in the year they will be attending kindergarten, and:
  - your family has had contact with Child Protection (or been referred to Child FIRST), or
  - your child is Aboriginal and/or Torres Strait Islander. For more information visit [Kindergarten for Aboriginal and Torres Strait Islander children – Department of Education and Training](#).

### **Where can I find more information about early start kindergarten?**

- For more information visit [Types of kindergarten programs – Department of Education and Training](#).

### **My child attends three-year-old pre-kinder at a Yarra-managed or participating service, do I need to register for four-year-old funded kinder?**

- No. Your kindergarten teacher will talk to you about your plans for your funded kinder year.

### **My child did not receive an offer for a place in three-year-old pre-kinder at a Yarra-managed or participating service, do I need to register for four-year-old funded kinder?**

- Yes. If your child is not attending Yarra-managed or participating three-year old pre-kindergarten program, you will need to register for four-year-old kindergarten to be considered for a place in one of our funded programs.

## **Can my child attend more than one funded kindergarten program at the same time?**

- Generally, no. You will need to elect which service you wish for funding to be allocated to. If you choose to attend a second funded program, you may be able to do so if you pay the full unfunded term fee (depending on the service's policies and procedures).
- Families of children who are registered for, or who are enrolled and attending long day care, are encouraged to also register for kindergarten if they wish for their child to be considered for a place in a sessional kindergarten program. If your child is going to attend the long day care integrated kindergarten program, then you do not need to complete another registration form.

## **How long will I have to wait for a place?**

- We offer places in order of need, not in order of application. It isn't possible to suggest how long you will need to wait. We only consider the order of applications when two children qualify for the same priority area and have the same priority weighting. If you request a place at more than one centre, this may result in a reduced waiting time.

## **How do I know if my residence or workplace is in Yarra?**

- Yarra includes the suburbs of Abbotsford, Burnley, Carlton North, Clifton Hill, Collingwood, Cremorne, Fitzroy, Fitzroy North, Princes Hill, Richmond and parts of Alphington and Fairfield. You can view a map of Yarra to help you check. Same question is repeated above – this one can be removed.

## **Are Yarra's services zoned residentially?**

- No. Services are not zoned to particular areas or residential locations.

## **Receiving an offer**

### **How will I receive an offer?**

- You will receive offers via SMS. The offer message provides basic details of the service being offered. A link will be provided with more detailed information about the service.

- You are required to respond to the offer within three (3) business days, or as advised. The SMS will advise how to respond – usually via email so that we can ensure we have your most up to date email address for the enrolment stage.
- If there is no response to the offer, it will be withdrawn and the vacancy will be offered to the next eligible family. Your child’s details will be removed from the system.
- An offer is considered to be declined if you fail to enrol and/or attend an appointment to orientate.
- Kindergarten offers are made around July of the year prior to attendance. Offers will continue to be made until the service is full.
- You are required to respond to the offer within three (3) business days, or as advised.

## Family day care

### Does Yarra offer family day care?

- No. We do not run any family day care services in Yarra.

## Immunisation requirements

### Does my child need to be immunised to attend one of Yarra’s children’s services?

- Yes. Under the new ‘No Jab, No Play’ Victorian Government laws, your child needs to be immunised to attend occasional care, long day care, and/or kindergarten.
- You will need to provide an up-to-date Immunisation History Statement (IHS) when you have accepted a place, so that you can enrol your child in the service prior to commencement.
- Your child must be up to date with their immunisation schedule or on an approved catch up schedule. Children are eligible for free vaccines, provided they have a Medicare card or are eligible for a Medicare card, and are Australian citizens, have permanent Australian visas or are asylum seekers or refugees. Due to the introduction of the ‘no jab no play’ policy there is a free vaccine catch-up program for children up to 19 years of age who may have missed any childhood vaccinations.
- [Immunisation sessions](#) are offered by our Maternal and Child Health service.