

Frequently Asked Questions

Do you have a question about the Children's Services Waiting List? Please keep on reading as we maybe able to answer some of your queries below.

1. What is the Children's Services Waiting List (CSWL)?

The centralised waiting list is a central point for families to register for several children services, including council/community and Home Based Child Care.

2. When can I put my child's name on the waiting list?

The earliest date that a child can be registered with CSWL is when the parent is at least 12 weeks pregnant. Once the child is born the parent/guardian will need to contact Council to complete the new born child's details i.e. Date of birth and name

3. Should I visit the services I register for?

Yes. We would strongly encourage you to visit each of the services you register for. This will allow you to meet the staff, see how the service operates and ask any questions that are specific to the individual centre. Follow the link below for service details

www.portphillip.vic.gov.au/children_centres_services.htm

4. When will I get offered a place?

Offers will occur as vacancies become available within a service. A large amount of the offers will generally be made towards the end of the calendar year as older children move onto Primary School.

Placements will only occur when vacancies become available. Currently there is a greater demand for children under 3 years of age. We are unable to predict the length of time that children will be on the CSWL for before they get offered a place.

5. Where am I on the Children's Services Waiting List?

It is difficult to give you an idea on where you are at on the waiting list. There are a number of factors that impact on when you will be offered a place at a preferred centre.

- ❖ your application date
- ❖ your eligibility in line with the [Commonwealth Priority of Access Guidelines](#)
- ❖ whether your child has a sibling already enrolled within a service
- ❖ if you are currently enrolled at a service
- ❖ the age of the child
- ❖ days required
- ❖ preferred service
- ❖ the vacancy that becomes available
- ❖ the date you want your application to become "active" (the date of when you will accept care from)

All of these are taken into account when allocating places.
Please be mindful that your position on the CSWL will always change due to the [Priority of Access Guidelines](#).

6. Who will contact me to offer my child a place?

You will be contacted by the service where the vacancy has become available. The service is then responsible for the enrolment process.

7. How will I be contacted?

Initially you will be contacted by phone by the service that has the vacancy, however if you have provided an email address this may also be used if the telephone has proved unsuccessful. The service will then negotiate a start date and service visits etc.

8. If I don't accept a place do I lose my position in the queue?

No. If you choose not to accept an offer but still want to remain on the CSWL you will be asked to update your activation date (the date you have said you will accept a position on).

Please be mindful that your position on the CSWL will always change due to the other families registering with a higher [Priority of Access level](#).

9. If I accept a place but its not my first preference can I stay on the list for the chance to get my first preference?

Yes. When offered a place you will be given the option to remain on the list until a better suited position becomes available.

10. What should I do if I don't get offered some of the days I required?

We encourage families to stay on the list, as all additional days will also be offered via the CSWL.

11. Will I be contacted if I don't get a place?

No. Contact will only be made by a service when a vacancy becomes available. Bi-annually, you will receive correspondence either via email/post to confirm your current information with the council is correct. However please feel free to contact council or a service at anytime.

12. Are there any other lists I should be on?

You will need to register directly with

- ❖ [Privately managed child care centres](#)
- ❖ [Sessional Kindergartens that are not within centre based care \(long day care services\)](#)
- ❖ Clarendon Children's Centre Co-operative (9209 6265) and South Melbourne Children's Centre Co-operative (9699 9257) have not yet joined data with the waiting list.