

PURPOSE

The purpose of these procedures is to outline the processes the Darebin Child Care Central Registration Team abide by to ensure a consistent allocation of child placements for Early Childhood Education and Care (Child Care) Services in the City of Darebin on the Darebin Child Care Central Registration Scheme (*DCCCRS*).

OBJECTIVE

To ensure that child care placements are allocated in an equitable manner in adherence with the Victorian Department of Education Early Childhood Education priority of access criteria and Darebin City Council (DCC) priority of access criteria.

DCCCRS operates the waiting list to:

- Simplify the process for families and carers to register for the child care waiting list
- Support Community Managed child care services
- Apply equity and fairness processes for families seeking child care
- Inform DCC early years services and infrastructure planning

SCOPE

This procedure applies to all registrations on the waiting list and the placement of children into ECEC services participating in the *DCCRS*.

DCC do not operate or manage any of the Child Care Services, DCC operate a waiting list for 8 participating Child Care services

ABOUT CHILD CARE

Darebin uses a computer system operated by Hubhello (HH) to manage the DCCRS for the 8 ECEC services in DCC (See Appendix A)

Registration for child care is open all year round.

Children must be born before a registration can be submitted.

Submitting a registration does not guarantee a place and DCC strongly recommend you explore all child care options in the in the area:

It is important to visit services in person to see how they operate. Most ECEC services welcome enquiries and will organise a visit. During the visit you can see the service, its staff and the children attending it.

TYPES OF ECEC (CHILD CARE)

There are more than 60 ECEC services in Darebin, that all offer different types of Child Care and are managed by different kinds of organisations.

Long Day Care (Child Care)

Primarily aimed at 0–6-year-olds, long day care is usually based in a centre and the education and care programs are created around the developmental needs, interests and experience of each child. Because long day care centres typically operate for at least 8 hours a day on normal working days for a minimum of 48 weeks per year, children get to know their educators and form an attachment to familiar people, spaces, sounds and smells, as well as developing friendships with other children.

Long day care services may also offer kindergarten programs.

All long day care services are rated under the [National Quality Framework](#), which reviews the quality of most types of early childhood services.

The StartingBlocks.gov.au website helps you find out the quality ratings of providers.

Family day care

Family day care can be for children from birth through to school age. The care is provided in the educator's own home and many providers are parents whose children are older and go to school. Family day care providers are administered as a group through a family day care service – often this is a local council or a community organisation.

Family day care providers are rated under the [National Quality Framework](#), which reviews the quality of most types of early childhood services.

The StartingBlocks.gov.au website helps you find out the quality ratings of providers.

Occasional care

Occasional care is a similar environment to long day care – safe, friendly and staffed with qualified educators - except the centre is set up for much shorter sessions, and is likely to have less formal booking processes.

Occasional care is designed to allow parents to get some rest or exercise, or attend an appointment or job interview. Some centres are set up for occasional care only and do not have a meal service or space for naps as their sessions might typically run for one or 2 hours.

In-home care

Some children are cared for in their own home, by nannies or babysitters. These forms of care are not regulated by the Department of Education.

The quality of early childhood services is measured against 7 quality areas. The Commonwealth Government's [StartingBlocks.gov.au](https://www.startingblocks.gov.au) website, explains what the standards are and what they mean.

Different kinds of organisations

ECEC services are set up by different kinds of organisations.

- a committee of volunteer parents
- workplaces or universities
- community organisations or local councils
- private businesses.

CHILD CARE SUBSIDY

Before your child starts child care, it's a good idea to check their vaccinations are up to date. A series of free vaccinations are available for children aged 0 to 4 years to protect them against serious diseases.(See immunisation)

Your child must meet immunisation requirements if you want to get Child Care Subsidy.

Child Care Subsidy is a payment that helps with the cost of approved child care. Services Australia pays the subsidy to your child care provider to reduce the fees you pay.

You should claim [Child Care Subsidy](#) before your child starts child care. Otherwise, you may have to pay full fees until your claim is finalised.

[Managing child care | myGov](#)

CHILD CARE REGISTRATION SYSTEM

Darebin City Councils uses the Hub Hello software system to assist with the allocation of child care and Kindergarten at some participating services in Darebin

REGISTRATION REQUIREMENTS

For families to register on the DCCCRS waiting list they will need to have the following documents available:

- Proof of child's birth – birth certificate, hospital certificate, immunisation certificate, pass port. (The child must be born before families can register)
- Proof of the child's Darebin address – rates notice, rental notice, utility bill, licence
- Copy of any of the cards below:
 - A Commonwealth Health Care Card
 - A Commonwealth Pensioner Concession Card
 - Refugee visa (subclass 200)
 - In-country Special Humanitarian visa (subclass 201)
 - Global Special Humanitarian visa (subclass 202)
 - Temporary Humanitarian Concern visa (subclass 786)
 - Department of Veteran Affairs Gold Card or White Card
 - Protection visa (subclass 866)
 - Emergency Rescue visa (subclass 203)
 - Woman at risk visa (subclass 204)
 - Bridging visas A-Z

HOW TO REGISTER

1. Go to www.darebin.vic.gov/childcare
2. Click on the link: [online registration portal](#)
3. Select Sign up for Waitlist
4. Complete all areas of the registration form
5. Child's birth certificate or other identity documents- hospital declaration, passport.
6. Proof of child's Darebin Address
7. proof of Concession Card (if the family has one)
8. Provide payment of \$31.00 (or if the family has provided one of the concession cards there is no fee)
9. Submit your registration

A confirmation email will be generated via the HH system, where you will receive a unique username.

Families will receive a phone call from a member of the registration team to explain the child care process and the prospects of receiving care at the time they have requested on the registration form, this will happen within 15 days of submitting the registration.

The HH system allows families to view and update their registration details, it does not advise families where their child sits on the waiting list.

It is a family's responsibility to ensure the details on the system are always kept current and are correct.

If families are unable to access the portal, the registration team will be able to assist them.

The Registration Team will be available by appointment on Tuesdays and Wednesdays at DCC Preston Customer Service Offices, 274 Gower St Preston.

Appointments can be made by contacting a team member:

Email registration.kindergartenchildcare@darebin.vic.gov.au

Phone: 8470 8825

Monday to Friday 9.30 to 4.30 pm

REGISTRATION FEES

A **non-refundable** registration fee is payable to DCC. This fee is a small contribution towards the administration of the DCCCRS. It does not contribute to child care fees. Child Care Fees are managed by the individual Child Care Service

There is no registration fee if you hold one of the concession cards

- A Commonwealth Health Care Card
- A Commonwealth Pensioner Concession Card
- Refugee visa (subclass 200)
- In-country Special Humanitarian visa (subclass 201)
- Global Special Humanitarian visa (subclass 202)
- Temporary Humanitarian Concern visa (subclass 786)
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ELIGIBILITY – PRIORITY OF ACCESS

DCC follow the Victorian Department of Education Early Childhood Education Priority of Access outlined below as Priority 2,3,4.

DCC follow the locally agreed criteria with the 8 participating services Priority of Access outlined below as Priority 1,

Priority	Criteria	Description
Priority 1	Siblings	A child who has a sibling that is currently attending the Child Care service A child who has a sibling that has been placed in the Integrated 3-year-old or 4-year-old kindergarten program for the following year.
Priority 2	Children at risk of abuse or neglect, including children in Out-of-Home Care	A child that is referred by: <ul style="list-style-type: none"> • 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
	Child identified by parent, career or legal guardian as:	Aboriginal Torres Strait Islander Aboriginal and Torres Strait Islander
	Asylum seeker and refugee children	An appropriate visa identifies the child and/or parents as a refugee or asylum seeker.
	Children with diverse learning needs are defined as children who: <ul style="list-style-type: none"> • Require additional assistance in order to fully participate in the child care program or • Require a combination of support services or • Have an identified specific disability or • Developmental delay 	The child: <ul style="list-style-type: none"> • Holds a Child Disability Health Care Card • Has previously been approved for: <ul style="list-style-type: none"> • The National Disability Insurance Scheme • Early Childhood intervention Service • Or referred by <ul style="list-style-type: none"> • Maternal and Child Health nurse • Other support agencies
	Concession card holders	A child or parent who holds a relevant concession card.
	Multiple birth children	Identified on their birth certificate as being a multiple birth triplets or more
Priority 3	Sole parent	A child of a sole parent who satisfies the activity test through paid employment or study
Priority 4	Darebin residents	
Priority 5	Non-Darebin residents	

THE WAITING LIST

HH arranges the registration onto a centralised list, taking into account the following factors:

- The age of the child
- The room the child is eligible to be in
- Priority of access criteria
- The date the registration was submitted on HH

Room Age Range and Capacity document (Appendix A)

For any assistance contact the Registration Team on 8470 8825 or email

Registration.KindergartenChildCare@darebin.vic.gov.au.

THE PROCESS

Child Care Services commence their end of year re-enrolment process from August to September.

- Services will provide the DCCCRS with a list of siblings that will be in the priority 1 cohort. DCCCRS confirms the date the siblings were registered to the service. Siblings who are not registered risk the chance of not getting a place.
- Siblings are then placed at the service
- Services will then provide the DCCCRS with final number of vacant places to be allocated to the waiting list.
- Offers are made between October and November to begin in January the following year.

MAKING CHILD CARE OFFERS

- The family of the child who is next on the waiting list that their age range is suitable for the vacant place at the service will be called via phone.
- The family will be offered the vacant place.

If the family doesn't answer the phone call:

- The offer will be generated by the HH system,
 - An email from the registration team will be sent to the family with
 - The service name
 - The room name and age range
 - Which days the offer is for
- The family will have 48hours (2 business days) to accept or decline the offer.

ACCEPTANCE OF OFFERS

- If a family accepts the offer they will receive an email within 1 business days confirming the service, the room name and the days that they have accepted a place.
- The service will be blind copied into that email so they have the exact same information that the families have received.

- Once families have been placed at the service they are not required to access their Hubhello account unless they are adding another child to the system.

DECLINE OR REFUSAL OF OFFERS

To ensure that the waiting list has families that are actively looking for care, families will only have the opportunity to refuse 2 offers in the time they are on the waiting list.

- Families who decline the first offer will be returned to the waiting list with notes attached to their registration of the service they declined and the reasons why.
- Families who decline the second offer will have the following 2 options:
 1. Change the date of registration to the current date of the decline.
 2. Withdraw their registration from the DCCCRS system.

NO RESPONSES TO THE OFFERS

If there is no response to the offer after the two working days(48hours)

The registration team will:

- contact the families via phone, sms and email with a 24 hour timeline.
- If there is no response the offer will be withdrawn and the registration will be archived.
- An email will be sent to the family advising them their waitlist registration has been archived due to no response.

The families will need to make contact with the registration team to reinstate their registration to the date they make contact with the team. It will not be back dated to the original date.

THE CHILD CARE ENROLMENT PROCESS

Services will begin contacting families to start the Child Care Services enrolment process with the families that have been placed by DCCCRS.

This process may commence in October through to December.

Families are advised to reach out the service if they haven't heard from them

Families will need to provide the Child Care Service with the following information:

- the child's name and address and details of any special needs
- information about the families and any other parents, carers or guardians in the child's life
- details of people who can collect the child
- the child's birth certificate or other identity documents
- the child's medical health and immunisation status (see immunisation section)
- details of any parenting orders or legal matters to do with the care or safety of your child.

Families are encouraged to read all the enrolment forms carefully and provide all required information. There may be fees or charges that can be charged to them if they don't meet the obligations to the Child Care service

If you don't understand anything on the forms, ask the Child Care Service to explain it to you.

ANNUAL REGISTRATION UPDATE

The Hub hello System allows families to view and update their child's waiting list registration form at any time.

It is the families responsibility to ensure all the details are correct.

Annually the registration team will contact all families on the waiting list to confirm their details are current.

- Families will be contacted via email and are expected to respond.
- Families will have two business days (48hours) to respond.
- If there is no response a second email will be sent where families will have another two business days (48hours) to respond
- If there is no response the registration will be archived.
- Families will be notified by email
- The registration will be reactivated once the family make contact with the team, at the date they make contact.

EXHAUSTED WAIT LIST FOR A SERVICE

If a Child Care services receive a walk-in from a family seeking child care and there is no one on the waiting list through the DCCCRS then the follow steps can be followed:

- Service to confirm with the registration team there is no family currently waiting for this place.
- Instruct the family to register through the Darebin website.
- Advise the family that care cannot commence until the families receives an email from the registration team advising them they have been placed at the service.
- If there is more than one enquiry for the vacancy, the priority of access guidelines will apply.

For all enquiries about Child Care in Darebin please contact the Darebin Registration Team:

ph: 8470 8825 or email: Registration.KindergartenChildCare@darebin.vic.gov.au

For helpful information about kindergarten, children's services, immunisation, family support services, including maternal and child health and supported playgroups please visit us at:

[Children and families | City of Darebin](#)

IMMUNISATION

'No Jab No Play'

Under the [No jab no play](#) rule, a child will need to be immunised and families will need to show the child's [immunisation history statement](#).

Learn more about 'No Jab No Play' at [vic.gov.au/child-immunisation\(opens in a new window\)](http://vic.gov.au/child-immunisation(opens in a new window)).

The Darebin Immunisation Service may be able to help families go to: www.darebin.vic.gov.au/immunisation.

Phone: 8470 8562

Hours: 9.00am to 4.00pm, Monday to Friday

Email: immunise@darebin.vic.gov.au

COMPLAINTS – ABOUT A SERVICE

Early Childhood Education and Care (ECEC) services in the City of Darebin are managed by a diverse range of providers, including parent Committees of Management, Commercial operators and Early Years Management Services.

If you are concerned about your child's education, care, or licensed children's service, you should raise your concerns with the service first.

All early childhood services must have a written policy and procedure that states who you need to speak to about your complaint, how they will respond, and which complaints must be notified to the department.

The name and the telephone number of the person who deals with complaints must also be displayed at the entrance to the service. For family day care, these details will be located in the service's principal office. If your complaint cannot be resolved by the service, you should then raise it with the department.

[Give feedback or make a complaint to the Department of Education](#)

COMPLAINTS – ABOUT THE PROCESS

The Darebin Child Care Central Registration Team welcomes feedback from services, families and carers about their experience using the Child Care Central Registration Scheme

You can provide feedback at any time by calling or emailing the team.

Every year, our team reviews the DCCCRS to make sure we are providing the best service possible.

At the end of the registration period, we'll send a survey to all families and child care providers, so they can give us feedback. Darebin City Council has procedures and policies in place to respond to any complaints regarding dissatisfaction with the Council level and quality of service

Darebin City Council ("Council") collects, holds and manages personal information under the Privacy and Data Protection Act 2014(Vic) ("PDP Act"). On the Form for kindergarten and child care registration, Council will manage health information under the Health Records Act 2001 ("HR Act") when you answer yes for Question 9-11 and the below will apply as per personal information.

The personal information that families have provided on their child's kindergarten or child care registration form will be used to inform Children and Community Development Department to plan for infrastructure and services that families may require.

Darebin has an agreement with participating child care and kindergarten services to operate the registration system, for this reason the personal information will be shared with these participating services after children have been placed for a program at the service.

The Council may provide personal information to its agents, for instance lawyers or accountants.

At times, the Council may be legally required to disclose personal information, for instance to the police, courts or The Orange Door who is a voluntary support service for women children and families.

If families choose not to provide the child's personal information, we will be unable to assess their eligibility for kindergarten registration and cannot provide a place at a kindergarten.

Early Childhood Education Services listed with the Darebin Registration System

(Child Care only (Long Day Care))

www.startingblocks.gov.au

21/3/2025

Opening Hours	Service Name	Operates	Street Address	Contact Number	Website Address.	NQF Rating
Neighborhood – Northcote						
Monday to Friday 7.30am – 6.00pm	Annie Dennis Children's Centre	Child Care (Long Day Care) Open School Holidays Daily Fee	2 Oldis Avenue Northcote	9486 7638	www.anniedennis.org.au	Exceeding
Neighborhood – Thornbury						
Monday to Friday 7.30am – 6.00pm	Merri Community Childcare Centre & Kindergarten	Child Care (Long Day Care) Open School Holidays Daily Fee	313 St. Georges Road Thornbury	9416 9227	www.mericcc.com.au	Exceeding
Monday to Friday 7.30am – 6.00pm	Raleigh Street Community Childrens Centre	Child Care (Long Day Care) Open School Holidays Daily Fee	28 Raleigh Street Thornbury	9484 2440	www.raleighst.org	Exceeding
Neighborhood – Preston						
Monday to Friday 7.30am – 6.30pm	Nara Community Early Learning Centre	Child Care (Long Day Care) Open School Holidays Daily Fee	77-91 St Georges Rd Preston	9471 9914	www.naracommunity.com	Exceeding

Monday to Friday 7.00am – 6.00pm	Darebin Childcare and Kindergarten – Preston	Child Care (Long Day Care) Open School Holidays Daily Fee	260 Gower Street Preston	9471 3780	www.dccandk.org.au	Meeting
Neighborhood – Reservoir						
Monday to Friday 7.00am – 6.00pm	Darebin Child Care and Kindergarten – Reservoir	Child Care (Long Day Care) Open School Holidays Daily Fee	6-8 Kenilworth Street Reservoir	9469 2226	www.dccandk.org.au	Meeting
Monday to Friday 7.00am – 6.00pm	Oakhill Family Centre	Child Care (Long Day Care) Open School Holidays Daily Fee	91 North Road Reservoir	9470 1914	www.ecms.org.au	Exceeding
Monday to Friday 7.00am – 6.00pm	Merrilands Uniting Early Learning	Child Care (Long Day Care) Open School Holidays Daily Fee	23-25 Ryan Street Reservoir	9460 4674	www.earlylearning.unitingvictas.org.au	Working Towards