# Appendix G | Communications with families and carers pack

### About this template

Note: Please remove these instruction pages when completing the template.

This template is a starting point for drafting emails to families and carers who have registered a child for kindergarten. Refer to the **CRES Practice Guide** for more information on this step in the CRES annual cycle.

### To complete this template:

1. All template content *can* be tailored, but content highlighted in yellow **must** be updated to be relevant to your CRES. Consider your location and context, whether your CRES charges fees and whether you have additional local priority criteria. For example, “[council name]” must be replaced with the name of your council for content to make sense.

Add, remove or edit any other content to better meet the needs of local families and carers.

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| Refer to the instructions in purple boxes in each section. Once the plan is complete, **delete all instruction boxes**. |

### To use this pack when completed:

1. Remove the first page of this document.
2. Ensure all staff who will communicate with families and carers have, and understand, the contents of this pack.

**DRAFT FAMILY AND CARER COMMUNICATION PACK**

**Central Registration and Enrolment Scheme (CRES)**

 **[CRES provider]**

Date:

Version:

1. **Confirmation of registration**

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| The text below can be used in an email to families and carers to confirm their registration form has been received. Providing the timeline upfront can reduce later enquiries from families and carers.  |

Dear [name],

Thank you for registering [child’s name and surname] for kindergarten in [year].

Your preferences are:

1. [first preference here]
2. [second preference here]
3. [third preference here]
4. [fourth preference here]

**What happens next?**

|  |  |
| --- | --- |
| [date] | Registrations close |
| [date]-[date] | [CRES provider name] matches children to places |
| [date] | First round offersIf you receive an offer in this round, you will get [a/an letter/email] with information about the offer. You will need to accept or reject the offer.  |
| [date] | Second round offersIf you receive an offer in this round, you will get [a/an letter/email] with information about the offer. You will need to accept or reject the offer. |
| [date] | Enrolments openYour kindergarten will contact you with information about how to enrol your child and prepare them for kindergarten. |
| [date] | Kindergarten starts |

**Will my child get a place?**

It is very likely that your child will be offered a kindergarten place. Across Victoria, almost all children who register for kindergarten through a central scheme like ours are given a place. Last year, we found a place for XX% of children. We expect a similar result this year. We have also added [XX new kindergarten places/sessions/facilities] this year.

[if surplus] This means your child will almost certainly be offered a place in [LGA].

[if deficit] You are allowed to register your child for a kindergarten place in another local council area close to your home or work to minimise the chance of missing out on a kindergarten place.

**More information**

If you have any questions, or if your contact details change, please contact the [name of council’s early years education team/department] at [CRES provider name] via:

[insert contact details here]

1. **RESPONSES TO UPDATE REQUESTS**

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| While places are being allocated, families and carers can contact the CRES Provider to update their preferences or ask for updates. The below messages can be used in emails or phone conversations.  |

**Messaging for families and carers who wANT to update their preferences**

* You can change your preferences by calling [CRES provider] or visiting [CRES Provider website] at [insert link here] until first round registrations close on [date]. After that, you can update your preferences and go into the pool for second round places before they are released on [date].
* You can update your preferences for:
	+ Kindergarten service provider
	+ Kindergarten sessions
* If you have declined a first round offer and would like to update your preferences, you will be entered into the pool for second round places, which will be offered on [date].
* We try our best to meet every child’s preferences. However, sometimes we cannot find every child a place in a preferred kindergarten. When matching children to places, we give priority to children in certain groups, following the Department of Education’s Priority of Access criteria and our own local criteria. For more information about priority criteria and how places are given out, visit [Priority of access for early childhood education | Victorian Government (www.vic.gov.au)](https://www.vic.gov.au/priority-access-criteria) and [name of and link to Council’s webpage with local criteria].

**Messaging for families or carers ASKING ABOUT placement**

* [CRES provider] only starts matching children to kindergarten places after we receive all registrations for this round. That means that I cannot confirm your place before [date that places are offered].
* We give priority placement to children most in need, following the Victorian Government’s Priority of Access criteria and council’s local criteria. For more information about priority criteria and how places are given out, visit [Priority of access for early childhood education | Victorian Government (www.vic.gov.au)](https://www.vic.gov.au/priority-access-criteria)

and [name of and link to Council’s webpage with local criteria].

* It is very likely that your child will be offered a kindergarten place. Across Victoria, almost all children who register for kindergarten through a central scheme like ours are given a place. Last year, we found a place for XX% of children. We expect a similar result this year. We have also added XX new kindergarten places/sessions/facilities this year.
* [if surplus] This means your child will almost certainly be offered a place in [LGA].
* [if deficit] You are allowed to register your child for a kindergarten place in another local council area close to your home or work to minimise the chance of missing out on a kindergarten place.
* The timing for this year’s registration and allocation process is:

|  |  |
| --- | --- |
| [date] | Registrations close |
| [date]-[date] | [CRES provider name] matches children to places |
| [date] | First round offersIf you receive an offer in this round, you will get [a/an letter/email] with information about the offer. You will need to accept or reject the offer.  |
| [date] | Second round offersIf you receive an offer in this round, you will get [a/an letter/email] with information about the offer. You will need to accept or reject the offer. |
| [date] | Enrolments openYour kindergarten will contact you with information about how to enrol your child and prepare them for kindergarten. |
| [date] | Kindergarten starts |

1. **confirmation of NON-FINAL ROUND OFFER**

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| Use these emails to tell families and carers about their kindergarten offer and prompt them to accept or decline the offer. Use these templates for all rounds except for the final round.There are different emails for CRES Providers with and without online portals. Tailor the template that best suits your systems. |

**non-final round confirmation email for CRES providers with an online portal**

To: parent / family member / carer

CC: support service staff, if confirmed by parent / family member / carer

Subject: [year] [Three-Year-Old / Four-Year-Old] kindergarten place offer

Dear [parent / family member / carer name],

We are pleased to offer [child’s name] the following kindergarten place for [year]:

[Three-Year-Old / Four-Year-Old] kindergarten

[kindergarten name]

[session times]

**What you need to do now**

You mustaccept or decline this offer by **[date] ** we **cannot** hold your place after this date.

To accept this place, please click below:

**Accept place [link]**

We will tell the kindergarten that you have accepted the place. They will contact you later in the year with information about starting kindergarten, including enrolment, session times and fees.

To decline this place, please click one of the options below:

**Decline place and remove from all waitlists** [link]

**Decline place and move to waitlist for preferred kindergarten** [link]

If you ask to go on the waitlist, you may receive another offer in the next round, on [date].

**Questions?**

Contact the [name of council’s early years education team/department] at [CRES provider name]:

[insert contact details here]

**NON-FINAL ROUND confirmation email for CRES providers without an online portal**

To: parent / family member / carer

CC: support service staff, if confirmed by parent / family member / carer

Subject: [year] [Three-Year-Old / Four-Year-Old] kindergarten place offer

Dear [parent / family member / carer name],

We are pleased to offer [child’s name] the following kindergarten place for [year]:

[Three-Year-Old / Four-Year-Old] kindergarten

[kindergarten name]

[session times]

**Please accept or decline this offer by:**

* replying to this email or
* calling [CRES Provider] on **[phone number]**

**You must accept or decline the offer by [date] ** we **cannot** hold your place after this date.

If you **accept** the place, we will tell the kindergarten. They will contact you later in the year with information about starting kindergarten, including enrolment, session times and fees.

If you **decline** the place, **you can ask to go on the waitlist or be removed from all waitlists**. If you choose to go on the waitlist, you will receive another offer in the next round, released on [date].

**Questions?**

Contact the [name of council’s early years education team/department] at [CRES provider name]:

[insert contact details here]

**non-final round confirmation of place on waitlist (portal or email)**

To: parent / family member / carer

CC: support service staff, if confirmed by parent / family member / carer

Subject: [year] [Three-Year-Old / Four-Year-Old] kindergarten wait list

Dear [parent / family member / carer name],

[Child’s name] has been put on a waiting list for a [Three-Year-Old / Four-Year-Old] kindergarten place in [year]. You will likely receive an offer for a kindergarten place in the second round, on [date].

**Will my child get a place?**

It is very likely that your child will be offered a kindergarten place. Across Victoria, almost all children who register for kindergarten through a central scheme like ours are given a place. Last year, we found a place for XX% of children. We expect a similar result this year. We have also added XX new kindergarten places/sessions/facilities this year.

[if surplus] This means your child will almost certainly be offered a place in [LGA].

[if deficit] You are also allowed to register your child for a kindergarten place in another local council area close to your home or work to minimise the chance of missing out on a kindergarten place.

**Updating your preferences**

You can update your preferences for kindergartens and sessions until second round registrations close on [date]. You can do this:

* via the online portal [link] or
* by calling us on [phone number].

**Questions?**

Contact the [name of council’s early years education team/department] at [CRES provider name]:

[insert contact details here]

1. **Confirmation of final round offer**

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| In the final round, use these email templates to tell families and carers that they have received an offer and prompt them to accept or decline. There is also an email template for use in the scenario where no offer can be made.There are different emails for CRES Providers with and without online portals. Tailor the template that best suits your systems. |

**final round confirmation email for CRES providers with an online portal**

To: parent / family member / carer

CC: support service staff, if confirmed by parent / family member / carer

Subject: [year] [Three-Year-Old / Four-Year-Old] kindergarten place offer

Dear [parent / family member / carer name],

We are pleased to offer [child’s name] the following kindergarten place for [year]:

[Three-Year-Old / Four-Year-Old] kindergarten

[kindergarten name]

[session times]

**What you need to do now**

Please accept or decline this offer by **[date]** - we **cannot** hold your place after this date.

To accept this offer, please click below:

**Accept place** [link]

We will tell the kindergarten that you have accepted the place. They will contact you later in the year with information about starting kindergarten, including enrolment, session times and fees.

This is the last round of kindergarten place offers for [year]. If you decline this place, you will not be offered another place. To decline this place, please click below:

**Decline place** [link]

**Decline place and register for next year** [link]

If you want to talk about other local kindergarten options, please contact [CRES Provider].

**Questions?**

Contact the [name of council’s early years education team/department] at [CRES provider name]:

[insert contact details here]

**FINAL ROUND confirmation email for CRES providers without an online portal**

To: parent / family member / carer

CC: support service staff, if confirmed by parent / family member / carer

Subject: [year] [Three-Year-Old / Four-Year-Old] kindergarten place offer

Dear [parent / family member / carer name],

We are pleased to offer [child’s name] the following kindergarten place for [year]:

[Three-Year-Old / Four-Year-Old] kindergarten

[kindergarten name]

[session times]

**Please accept or decline this offer by:**

* replying to this email or
* calling [CRES Provider] on [**phone number**].

**You must accept or decline the offer by [date] −** we **cannot** hold your place after this date.

If you **accept** the place, we will tell the kindergarten. They will contact you later in the year with information about starting kindergarten including enrolment, session times and fees.

If you **decline** the offer you will not be offered another place as this is the last round of kindergarten place offers for [year].

If you want to talk about other local kindergarten options, please contact [CRES Provider].

**Questions?**

Contact the [name of council’s early years education team/department] at [CRES provider name]:

[insert contact details here]

**final round confirmation of no offer**

To: parent / family member / carer

CC: support service staff, if confirmed by parent / family member / carer

Subject: no place confirmed: [year] [Three-Year-Old / Four-Year-Old] kindergarten

Dear [parent / family member / carer name],

Unfortunately, we could not find [Child’s name] a [Three-Year-Old / Four-Year-Old] kindergarten place for [year]. We apologise for this inconvenience.

In [LGA], we do not have enough kindergarten places for every child that registers. This year XX% of children received a place.

There may still be kindergarten places available elsewhere. We recommend that you contact the next closest local council to your home or work to ask if they have [Three-Year-Old / Four-Year-Old] kindergarten places available. You could also contact kindergartens in [LGA] that manage their own registrations to see if they have places available. If you need help to do this, we can assist. Please call us or reply to this email.

**Questions?**

If you have any questions about our process or this result, please contact the [name of council’s early years team/department] at [CRES provider name] via:

[insert contact details here]

1. **Confirmed acceptance of kindergarten place**

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| --- |
| Use this email template to confirm acceptance of a kindergarten place in your LGA. |

To: parent / family member / carer

CC: support service staff, if confirmed by parent / family member / carer

Subject: Next steps: [year] [Three-Year-Old / Four-Year-Old] kindergarten place confirmed

Dear [parent / family member / carer name],

We are pleased to confirm that [child’s name] is registered for kindergarten in [year] at:

[kindergarten name]

[Three-Year-Old / Four-Year-Old] kindergarten

[session times]

**What happens next?**

We have given the kindergarten the information you provided at registration, in line with our data and privacy policy.

Soon, the kindergarten will contact you to tell you how to enrol your child and prepare them for kindergarten. They will ask you to:

* fill out a detailed enrolment form, including choosing your preferred session days and times
* provide documents including your child’s birth certificate, immunisation records and dietary needs
* come to an information session, open day or interview.

**Questions?**

If you have any questions in the meantime, please contact the kindergarten:

[kindergarten contact details]

Warm regards,

[name of council’s early years education team/department],

[CRES Provider]