

Kindergarten Central Registration and Enrolment (KCE) Survey 2023

Survey Purpose:

- To determine if families are satisfied with the kindergarten registration and enrolment process
- To seek opportunities to support families
- To share feedback regarding service delivery to kindergartens

What we learnt:

- 89% of respondents are either satisfied or very satisfied with the process
- 93% of respondents are either satisfied or very satisfied with their kindergarten allocation
- Families need more opportunity to tell their story through registration
- Families have feedback for kindergarten services, which is out of KCE scope
- Not all families understand the process of 'Priority of Access'
- There is a need to cross-check notes prior to allocation
- Registration outreach is important to families

1095

registrations processed by the Kindergarten Central Enrolment Officer for the 2023 year

163

no longer require care*

233

survey responses received

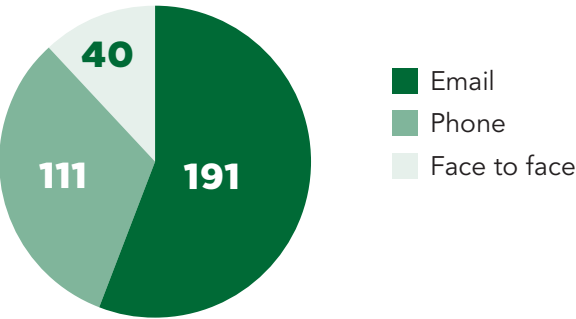
933

children are placed in kindergarten services

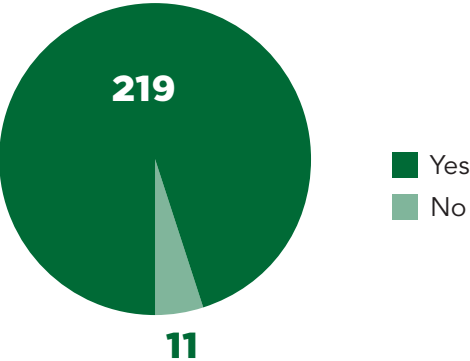
*Care no longer required due to various reasons such as relocating from the area, deciding to wait another year, attending long day care or going to school, etc.

What you told us about the Kindergarten Enrolment Officer's communication:

Which method of communication did you mostly use?



Did you receive timely responses to your enquiries?



92% were happy with Enrolment Officers' communication

"Natalia is extremely helpful and dedicated, and even though I put my enrolment in a bit later than everyone else, Natalia still called to help me find a suitable kinder and we couldn't be happier!"



Mildura Rural City Council

What you told us about the kindergarten enrolment process:

89% of responses were satisfied with the enrolment process

221 responses received their preferred kindergarten

93% 93% of responses were satisfied with their kindergarten allocation

Comments provided in the survey prompted changes to the process, for example, children that need to be in the same group are allocated together. Feedback highlighted the need to provide transparency about priority of access and inform families about Department of Education guidelines regarding state kindergarten registration being unable to be first-in first-served. Some respondents also raised concerns about confirmation emails and paper trails.

“Very happy with the whole process”

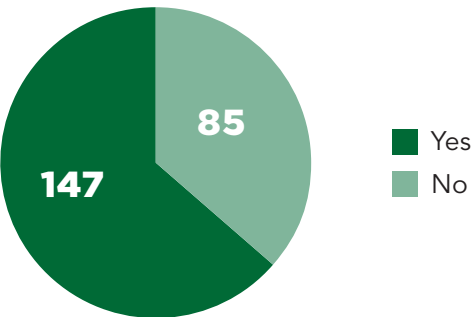
“We are very happy with the process and grateful that we got into Irymple Kindergarten”

Thank you to all those who completed the survey and provided valuable feedback to help improve the Kindergarten Central Registration and Enrolment Process

What you told us outreach for kindergarten registration and enrolment support should look like:

Majority of families have indicated meeting face-to-face is not necessary. Enrolment Officer attended all suggested locations to provide support:

- At the kinder you are attending that can help with all your needs, questions, and guidance
- Alfred Deakin Centre
- Any of the community libraries/hubs, much like the immunisation program
- Merbein Library or Merbein Kinder
- Open days
- The kindergartens
- The kindergarten or a local park for my son



What we’re doing in response to survey feedback

The Kindergarten Central Enrolment team will:

- Continue and create more help sessions in a variety of locations, such as playgroups, kindergartens and community locations
- Maintain the comment section on the registration form and make notes to cross-reference so family’s requirements are better met prior to allocation
- Provide more information on Council’s website about ‘Priority of Access’ criteria and how places are allocated. This is to increase awareness of the allocation process, which is not a first-in-first-served process. All kindergarten places are allocated according to the Priority of Access guidelines defined by the Department of Education and locally agreed criteria.
- We have worked with our software provider to provide a validation email once a place has been accepted