

Kindergarten Central Registration and Enrolment Survey for Families 2026



Survey purpose

The purpose of the Kindergarten Central Registration and Enrolment Survey 2026 is to determine whether families are satisfied with the kindergarten registration and enrolment process, identify opportunities to better support families throughout this process, and gather feedback on service delivery to share with kindergartens to support continuous improvement.

Kindergarten Central Enrolment – Key Statistics (2026)



Total Registrations Processed
1,079 families registered for kindergarten



Care No Longer Required
58 families no longer required care
(e.g. moved away, delayed start, long day care,
or starting school)



Children Placed in Kindergarten
1,021 children successfully placed in services



Survey Responses Received
60 families shared feedback through the survey

What we learnt



**How Families Heard
About Kindergarten**
70% heard through word of mouth
or directly from the kindergarten



Ease of Registration
86% of families found the registration
process easy



**Where Registrations
Were Completed**
88% of families completed
their registration at home



Understanding Priority of Access
Not all families understand the
“Priority of Access” process



**Satisfaction with
Allocation Outcomes**
88% of families were satisfied with
their child’s allocation outcome



Fairness and Transparency
80% of families felt the allocation
process was fair and transparent



Kindergarten Website
85% of respondents found the website
to be clear and informative



Most Challenging Parts of Kindergarten Registration

Some families reported that the kindergarten enrolment process can be challenging, particularly when completing forms, uploading documents, and understanding the difference between registration and enrolment. Concerns were also raised about limited interview times, long wait periods for allocations, and unclear information about session times.

While enrolment is managed by individual services, KCE is using this feedback to strengthen communication and explore ways to better support families through the enrolment process, especially first time kindergarten families.

What Families Liked About the Registration Process

Families found the registration process easy, quick, and clear, with the online system being simple to use and accessible from anywhere. Staff were consistently described as helpful, patient, and approachable, and communication was prompt and well organised.

Families appreciated the efficiency of the enrolment officer and the timely processing of requests and outcomes. Flexible and supportive approaches between services were valued, and families felt well supported even when registering late, with staff going above and beyond to help.

Other Comments and Suggestions

Simpler outcome emails, clearer allocation explanations, and earlier kindergarten specific information

More flexible and inclusive options supported

Translated resources, simple checklists and clearer explanations of how allocations work.

Clearer communication

What We're Doing in Response to Survey Feedback

The Kindergarten Central Enrolment team will continue to improve the registration experience by offering more help sessions in a range of locations, including playgroups, kindergartens, and community venues. Clearer information will be added to the website, particularly around Priority of Access and how kindergarten places are allocated.

The team will work alongside other support services to provide families with early registration information and to offer guidance and assistance with the kindergarten registration process.

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