



**COUNCIL MEETING OF  
THE HUME CITY COUNCIL**

**MONDAY, 18 DECEMBER 2023**

**7.00PM**

**TOWN HALL BROADMEADOWS**

**OUR VISION:**

*Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.*

An audio recording of this meeting of the Hume City Council will be recorded and published in accordance with Council's Audio Recordings of Council Meetings Policy. The live stream of this meeting will not be recorded or published.



# HUME CITY COUNCIL

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**Notice of a  
COUNCIL MEETING OF THE HUME CITY COUNCIL**  
to be held on Monday, 18 December 2023  
**at 7.00pm**  
at the Town Hall Broadmeadows

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Attendees:	a: Council	Cr Naim Kurt Cr Karen Sherry Cr Jarrod Bell Cr Trevor Dance Cr Joseph Haweil Cr Chris Hollow Cr Jodi Jackson Cr Jack Medcraft Cr Sam Misho Cr Carly Moore Cr Jim Overend	Mayor Deputy Mayor
	b: Officers	Ms Sheena Frost Ms Rachel Dapiran Mr Hector Gaston Mr Adam McSwain Mr Sasha Lord Ms Fiona Shanks Mr Fadi Srour	Chief Executive Officer Director City Planning and Places Director City Services & Living Director Infrastructure and Assets Acting Director Customer & Strategy Chief People Officer Chief Financial Officer

## ORDER OF BUSINESS

### 1. ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

Hume City Council would like to acknowledge that we are meeting on Country for which the members and Elders of the Wurundjeri Woi-wurrung people and their forebears have been custodians for many thousands of years. The Wurundjeri Woi-wurrung, which includes the Gunung-Willam-Balluk clan, are the Traditional Custodians of this land. Hume City Council would also like to pay its respects to their Elders, past and present, and to all Aboriginal and Torres Strait Islander peoples who may be here today.

### 2. PRAYER

Almighty God, we humbly beseech Thee to vouchsafe Thy blessing upon this Council. Direct and prosper its deliberations to the advancement of Thy glory and the true welfare of the people of the Hume City.

Amen

### 3. APOLOGIES

**4. DISCLOSURE OF INTEREST**

Councillors' attention is drawn to the provisions of the *Local Government Act 2020* and Council's Governance Rules in relation to the disclosure of conflicts of interests. Councillors are required to disclose any conflict of interest immediately before consideration or discussion of the relevant item. Councillors are then required to leave the Chamber during discussion and not vote on the relevant item.

**5. CONGRATULATIONS AND CONDOLENCES****5.1 Presentation to Departing Manager****6. CONFIRMATION OF MINUTES**

Minutes of the Council Meeting held on 11 December 2023, including Confidential Minutes.

**RECOMMENDATION:**

**THAT the Minutes of the Council Meeting held on 11 December 2023, including Confidential Minutes, be confirmed.**

**7. SUMMARY OF MATTERS DISCUSSED AT MEETINGS CONDUCTED UNDER AUSPICES OF COUNCIL****7.1 Summary of Council Briefing Sessions - 20 November 2023 and 4 December 2023****1. COUNCIL BRIEFING SESSIONS**

Council Briefing Sessions were held on the following dates:

**1.1 Monday 20 November 2023**

**1.2 Monday 4 December 2023**

**2. RECOMMENDATION:**

**That Council notes the Summary of Matters Discussed at the Council Briefing Sessions held on 20 November 2023 and 4 December 2023.**

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**Summary of matters discussed at a MEETING CONDUCTED UNDER THE AUSPICES OF COUNCIL**
**MEETING TITLE: COUNCIL BRIEFING SESSION**

**Date of Meeting:** 20 November 2023      **Time of Meeting:** 6:30pm

**Place of Meeting:** In Person and Online via Zoom

**The ground or grounds for any matter discussed at this meeting which was considered to be confidential is recorded in this meeting summary.**

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<b>COUNCILLORS PRESENT</b>	
Cr Naim Kurt (Mayor)	In person
Cr Jarrod Bell	In person
Cr Trevor Dance	Did not attend



**NOTICE OF MEETING****ORDINARY COUNCIL MEETING OF COUNCIL**

Cr Joseph Haweil	Online
Cr Chris Hollow	In person
Cr Jodi Jackson	Online from 6:37pm
Cr Jack Medcraft	In person
Cr Sam Misho	Apology
Cr Carly Moore	Online from 6:35pm
Cr Jim Overend	In person
Cr Karen Sherry	In person

<b>OFFICERS PRESENT</b>		<b>MATTERS ADDRESSED</b>
Ms Sheena Frost	In person	All
Mr Hector Gaston	In person	All
Ms Fiona Shanks	Online	All
Mr Adam McSwain	In person	All
Mr Carl Muller	In person	All
Mr Fadi Srour	In person	All
Ms Rachel Dapiran	In person	All
Ms Ruth Robles-McColl	In person	<ul style="list-style-type: none"> <li>1.1 Department of Transport and Planning Presentation to Councillors - Broadmeadows MAC</li> <li>1.2 Hume Central Lot E</li> </ul>
Ms Megan Taylor	In person	<ul style="list-style-type: none"> <li>1.1 Department of Transport and Planning Presentation to Councillors - Broadmeadows MAC</li> <li>1.2 Hume Central Lot E</li> </ul>
Mr Matt Wilson	Online	<ul style="list-style-type: none"> <li>1.1 Department of Transport and Planning Presentation to Councillors - Broadmeadows MAC</li> <li>1.2 Hume Central Lot E</li> </ul>
Mr James McNulty		<ul style="list-style-type: none"> <li>1.3 Developer Register Proposal</li> <li>2.10 Statutory Planning Reports</li> </ul>
Ms Robert Costa	Online	<ul style="list-style-type: none"> <li>2.2 Quarterly Budget Report – September 2023</li> </ul>
Ms Georgia Daley	Online	<ul style="list-style-type: none"> <li>1.4 Customer Experience Action Plan &amp; CX Update</li> </ul>
Mr Joel Kimber	Online	<ul style="list-style-type: none"> <li>2.14 Minutes of the Council Meeting held on 13 November 2023.</li> </ul>
Ms Astrid Hartono	Online	<ul style="list-style-type: none"> <li>2.11 Contract No. 30 22 3396 - Mount Holden Path and Fencing Works project – additional funding requirement</li> </ul>
Mr Robert Costa	Online	<ul style="list-style-type: none"> <li>2.3 Quarterly Capital Works Report</li> </ul>
Ms Astrid Hartono	Online	<ul style="list-style-type: none"> <li>2.4 Monthly Capital Works Update</li> </ul>

## NOTICE OF MEETING

## ORDINARY COUNCIL MEETING OF COUNCIL

		<ul style="list-style-type: none"> <li>2.5 Craigieburn Sports Stadium Upgrade project – additional funding requirement</li> </ul>
Ms Claire Tehan	Online	<ul style="list-style-type: none"> <li>2.6 Cease of LGPRO Corporate Membership</li> <li>2.12 Contract No. 30 23 3495 - Recruitment Services (MAV Contract RS8017-2023)</li> </ul>

## MATTERS CONSIDERED:

Order	Description	Names of Councillors who disclosed conflict of interest	Did the Councillor leave the meeting?	Confidential ground of grounds
<b>Items Discussed</b>				
1.2	Department of Transport and Planning Presentation to Councillors - Broadmeadows MAC			
1.1	Hume Central Lot E			
1.3	Developer Register Proposal			
1.4	Customer Experience Action Plan & CX Update			
1.5	Audit and Risk Committee - Integrity Report - November 2023			
2.1	Council Plan 2021-2025 (2023/24 Actions) First Quarter Progress Report			
2.2	Quarterly Budget Report – September 2023			
2.3	Quarterly Capital Works Report –			
2.4	Monthly Capital Works Update			
2.5	Craigieburn Sports Stadium Upgrade project – additional funding requirement			
2.6	Cease of LGPRO Corporate Membership			
2.7	Stormwater Offsets Scheme			
2.8	Correspondence received from or sent to Government Ministers or Members of Parliament - October 2023			

**NOTICE OF MEETING****ORDINARY COUNCIL MEETING OF COUNCIL**

2.9	Statutory Planning Quarterly Report July - September 2023			
2.10	Statutory Planning Reports			
2.11	Contract No. - Mount Holden Path and Fencing Works project – additional funding requirement			Private Commercial Information
2.12	Contract No. - Recruitment Services (MAV Contract RS8017-2023)			Private Commercial Information
2.13	Minutes of the Council Meeting held on 13 November 2023			
<b>Other matters dealt with:</b>				
	Provided update on City Design Outcomes			
	Provided update on Christmas Decorations			
	Discussed Palestine prayer vigil			
<b>Items not dealt with:</b>				
	NIL			

**Meeting Closed at: 9:42 PM**

**RECORDED BY:**

Sheena Frost  
Chief Executive Officer

**Summary of matters discussed at a MEETING CONDUCTED UNDER THE AUSPICES OF COUNCIL**

**MEETING TITLE: COUNCIL BRIEFING SESSION**

**Date of Meeting:** 4 December 2023

**Time of Meeting:** 6:30pm

**Place of Meeting:** In person and Online Via Zoom

**The ground or grounds for any matter discussed at this meeting which was considered to be confidential is recorded in this meeting summary.**

<b>COUNCILLORS PRESENT</b>		
Cr Naim Kurt (Mayor)		In person
Cr Jarrod Bell		In person
Cr Trevor Dance		Online from 6.43pm
Cr Joseph Haweil		Online from 6.40pm
Cr Chris Hollow		In person
Cr Jodi Jackson		Online
Cr Jack Medcraft		In person
Cr Sam Misho		Online from 6.40pm
Cr Carly Moore		Online
Cr Jim Overend		In person
Cr Karen Sherry		In person
<b>OFFICERS PRESENT</b>		<b>MATTERS ADDRESSED</b>
Ms Sheena Frost	In person	All
Mr Hector Gaston	In person	All
Ms Fiona Shanks	In person	All
Mr Adam McSwain	In person	All
Mr Carl Muller	In person	All
Mr Fadi Srouf	In person	All
Ms Rachel Dapiran	In person	All
Ms Sasha Lord	In person	All
Ms Ruth Robles McColl	In person	<ul style="list-style-type: none"> <li>2.14 Hume Central – Lot E</li> </ul>
Joel Farrell	In person	<ul style="list-style-type: none"> <li>1.1 Budget Community Engagement</li> </ul>
Cathy Marshall	Online	<ul style="list-style-type: none"> <li>2.1 Aitken Hill Community Centre - Kindergarten Expansion Project</li> </ul>
Greg McLaren	Online	<ul style="list-style-type: none"> <li>2.2 Merlynston Creek Crossing – Project Update and Land Acquisition</li> </ul>
Sam Ferrier	Online	<ul style="list-style-type: none"> <li>2.3 Safe Driver Reward and Recognition Program</li> </ul>

**NOTICE OF MEETING****ORDINARY COUNCIL MEETING OF COUNCIL**

Joel Kimber	Online	<ul style="list-style-type: none"> <li>2.4 Place Names, Memorialisation, Recognition of Residents and Recognition of Former Councillors Policy Reviews</li> <li>2.5 Civic Events Schedule 2024 (Mayoral Events)</li> <li>2.6 Chief Executive Officer Annual Report on the Performance and Activities of Community Asset Committees</li> <li>2.15 Minutes of the Council Meeting held on 27 November 2023</li> </ul>
James McNulty	Online	<ul style="list-style-type: none"> <li>2.9 Statutory Planning Reports 12 Woodlands Court, Craigieburn - Development of the land for multiple dwellings</li> </ul>
Danielle Prentice	Online	<ul style="list-style-type: none"> <li>2.10 Future of the Sunbury Riddell Road Landfill</li> <li>2.11 Future Resourcing at Bolinda Road Resource Recovery Centre</li> </ul>
Michelle Bennett	Online	<ul style="list-style-type: none"> <li>2.12 Contract No. 30 19 3050 – Electricity – Small to Medium Enterprise (SPC) SS-04-2018</li> </ul>
David Fricke	Online	<ul style="list-style-type: none"> <li>2.13 Contract No. 30 23 3446 - Provision of Concrete and Maintenance Services</li> </ul>

**MATTERS CONSIDERED:**

Order	Description	Names of Councillors who disclosed conflict of interest	Did the Councillor leave the meeting?	Confidential ground of grounds
<b>Items Discussed</b>				
2.1	Aitken Hill Community Centre - Kindergarten Expansion Project	Nil		
2.2	Merlynston Creek Crossing – Project Update and Land Acquisition	Nil		
2.3	Safe Driver Reward and Recognition Program	Nil		
2.4	Place Names, Memorialisation, Recognition of Residents and Recognition of Former Councillors Policy Reviews	Nil		
2.5	Civic Events Schedule 2024 (Mayoral Events)	Nil		
2.6	Chief Executive Officer Annual Report on the Performance and Activities of Community Asset Committees	Nil		
2.7	Councillor Conduct Matter Update	Nil		

**NOTICE OF MEETING****ORDINARY COUNCIL MEETING OF COUNCIL**

2.8	Temporary Change to the Chief Executive Officer's Delegation 19 December 2023 to 11 February 2024	Nil		
2.9	Statutory Planning Reports 12 Woodlands Court, Craigieburn - Development of the land for multiple dwellings	Nil		
2.10	Future of the Sunbury Riddell Road Landfill	Nil		Private Commercial Information
2.11	Future Resourcing at Bolinda Road Resource Recovery Centre	Nil		Private Commercial Information
2.12	Contract No. 30 19 3050 – Electricity – Small to Medium Enterprise (SPC) SS-04-2018	Nil		Private Commercial Information
2.13	Contract No. 30 23 3446 - Provision of Concrete and Maintenance Services	Nil		Private Commercial Information
2.14	Hume Central – Lot E	Nil		Council Business Information
2.15	Minutes of the Council Meeting held on 27 November 2023	Nil		
<b>Other matters dealt with:</b>				
	Overseas conflict local community concerns			
	Acknowledgement of Country			
	Carols Event			
	Media Communications Policy			
<b>Items not dealt with:</b>				
	NIL			

**Meeting Closed at: 9.04 PM****RECORDED BY:**

Sheena Frost  
Chief Executive Officer

**8. PUBLIC QUESTION TIME****9. OFFICER'S REPORTS**

The Mayor will ask the Councillors and gallery at the commencement of this section, which reports they wish to speak to. These reports will then be discussed in the order they appear on the notice paper.

<b><u>Item No</u></b>	<b><u>Title</u></b>	<b><u>Page</u></b>
9.1	Kindergarten Enrolment Policy Review .....	11
9.2	Customer Experience Program Update .....	71
9.3	2024/2025 Event Grant Program .....	85
9.4	Correspondence received from or sent to Government Ministers or Members of Parliament - November 2023 .....	117
9.5	Monthly Capital Works Update .....	137
9.6	CEO Annual Leave.....	139

**10. NOTICES OF MOTION**

Nil

**11. ITEMS TO BE TABLED****12. URGENT BUSINESS****13. DELEGATES REPORTS****14. CONFIDENTIAL ITEMS**

The Meeting may be closed to members of the public to consider confidential items.

**RECOMMENDATION:**

**THAT Council close the meeting to the public pursuant to section 66(2) of the *Local Government Act 2020* to consider the following items:**

**14.1 Hume GLC Broadmeadows Ground Floor Works Contract 30 23 3486**

Item 14.1 is confidential in accordance with Section 3(1)(g(ii)) of the Local Government Act 2020 because it is private commercial information, being information provided by a business, commercial or financial undertaking that if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage.

The specified grounds apply because commercial in confidence information as it relates to the awarding of a contract

**14.2 Contract - Construction of Oval 3 - Greenvale Recreation Reserve**

Item 14.2 is confidential in accordance with Section 3(1)(g(ii)) of the Local Government Act 2020 because it is private commercial information, being information provided by a business, commercial or financial undertaking that if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage.

The specified grounds apply because this report contains contractual matters.

**14.3 Contract - Digital Transformation**

Item 14.3 is confidential in accordance with Section 3(1)(k) of the Local Government Act 2020 because it is information prescribed by the regulations to be confidential information for the purposes of this definition.

The specified grounds apply because it could undermine negotiations with the preferred supplier.

**14.4 Chief Executive Officer - Contract of Employment**

Item 14.4 is confidential in accordance with Section 3(1)(f) of the Local Government Act 2020 because it is personal information, being information which if released would result in the unreasonable disclosure of information about any person or their personal affairs.

**15. CLOSURE OF MEETING**

**SHEENA FROST  
CHIEF EXECUTIVE OFFICER**

**15/12/2023**



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REPORT NO:	9.1
REPORT TITLE:	Kindergarten Enrolment Policy Review
SOURCE:	Anne Mallia, Manager Family, Youth & Children Tania Ellul, Coordinator Inclusion and Service Planning
DIVISION:	City Services & Living
FILE NO:	tbc
POLICY:	-
STRATEGIC OBJECTIVE:	1.1: Create learning opportunities for everyone to reach their potential, through all stages of life
ATTACHMENTS:	1. <i>Kindergarten Enrolment Policy</i> 2. <i>Kindergarten Central Registration Policy</i> 3. <i>DE CRES Practice Guide</i> 4. <i>DE CRES Policy Guidance</i>

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**1. SUMMARY OF REPORT:**

- 1.1 The Kindergarten Enrolment Policy (Attachment 1) has been amended in line with changes required through the State Governments Central Registration Enrolment Scheme (CRES) practice guide (Attachment 3).
- 1.2 Version 2.0 of the CRES Practice Guide (Attachment 3), published in January 2023 outlines guidance for providers directly related to state kindergarten reform. This includes free kindergarten, increased transparency of the enrolment process and the introduction of a ballot system to ensure equitable access for all families, including those experiencing vulnerability.
- 1.3 The Kindergarten Enrolment Policy (Attachment 1) has been revised and renamed as the Kindergarten Central Registration Policy (Attachment 2). The revised policy provides guidance for Council Officers and information for community members and stakeholders on the implementation of the Hume CRES, in line with the outlined changes provided by the Department of Education (DE) CRES practice guide (Attachment 3).

**2. RECOMMENDATION:**

- 2.1 **That Council revoke the 2021 Kindergarten Enrolment Policy (Attachment 1 and; adopt the 2023 Kindergarten Central Registration Policy (Attachment 2)**

**3. LEGISLATIVE POWERS:**

- 3.1 Early Years Services operate within the legislative context of the Education and Care Service National Law Act 2010 and Education and Care Services National Regulations 2011.
- 3.2 Funded Kindergarten programs must also operate in accordance with the Department of Education’s (DE) Kindergarten Guide 2016 and its successor versions.

**4. FINANCIAL IMPLICATIONS:**

- 4.1 Council current policy stipulates a non-refundable kindergarten application fee of \$17.50. This fee generates approximately \$50,000 in annual revenue.
- 4.2 Previously this revenue was used to offset the costs associated with the manual processing of paper-based registration forms. The introduction of the Enrol Now, electronic registration system in October 2022 has removed the need for this.

**REPORT NO: 9.1 (cont.)**

- 4.3 In addition, the State Government now fully subsidises kindergarten which commenced in 2023 with a co- contribution no longer required from families in the form of a fee component to supplement DE funding received per enrolment.
- 4.4 Kindergarten fees were previously set at \$1080 per year for 3-year-old kindergarten and \$1596 per year for 4-year-old kindergarten.
- 4.5 The 2023 free kindergarten rate translates to \$2,500 per enrolment for children attending 4-year-old kindergarten and between \$1225 and \$2500 for children attending 3-year-old kindergarten depending on program type accessed. Resulting in increased revenue for council run kindergartens.

**5. ENVIRONMENTAL SUSTAINABILITY CONSIDERATIONS:**

- 5.1 There is no impact on environmental sustainability considerations related to this report.

**6. CLIMATE CHANGE ADAPTATION CONSIDERATIONS:**

- 6.1 There are no climate change implications related to this report.

**7. CHARTER OF HUMAN RIGHTS APPLICATION:**

- 7.1 The Human Rights Charter allows for the protection of families and children and the rights of the child to reach their full potential in life. The rights are supported through the development and implementation of the learning programs provided for all children accessing Council's early years services.
- 7.2 The rights of a child include the right to receive prompt intervention when they are at risk either in their physical or emotional development or in the support of families to provide a safe learning environment and is integral to the work of the Family, Youth and Children's Services Department.

**8. COMMUNITY CONSULTATION:**

- 8.1 DE requires that the Kindergarten Central Registration Policy reflects the DE practice guide in delivering of a CRES.
- 8.2 During the review of the policy the 6 service providers registered with the Hume CRES and DE were invited to provide feedback.
- 8.3 Feedback was provided by two providers regarding wording and to the timing of applications for 3-year-old kindergarten. Providers and DE discussed the benefits of the introduction of the ballot system for vulnerable families.

**9. DISCUSSION:**

- 9.1 Council is funded to deliver CRES across the municipality. It is available to service providers who provide DE funded kindergarten programs.
- 9.2 Together with Council's 34 sites, there are six providers of sessional kindergarten registered with the Hume CRES providing kindergarten at a total of 44 sites.
- 9.3 The new policy outlines the process and management of kindergarten registrations for community members, stakeholders, and Council officers to ensure a high level of transparency and governance in the delivery of the Hume CRES.

**REPORT NO: 9.1 (cont.)**

**10. KEY CHANGES:**

The policy has been re-developed and as such track changes in the previous iteration would not be possible. The below are the key summary of changes.

- 10.1 Update process to reflect new online registration and removal of paper-based registration.
- 10.2 Inclusion of an Expression of Interest from birth.
- 10.3 Removal of the need to attach proof of child’s age, concession card and address, in line with DE CRES guidance.
- 10.4 Removal of allocation based on date of receipt of application and implementation of a ballot system in line with DE CRES guidance. The ballot system recognises the existing priority of access criteria to ensure equity for vulnerable families and strengthens this approach by giving all families equal opportunity to access kindergarten services.
- 10.5 Inclusion of information on how to access support to complete the registration process is available to service providers who provide DE funded kindergarten programs to three- and four-year-old children.
- 10.6 Inclusion of grievance process in line with DE CRES guidance.
- 10.7 Inclusion of enrolment requirements once a family is allocated a kindergarten service location in line with DE CRES guidance.
- 10.8 Removal of an application fee, this can be a barrier for families to access kindergarten and aligns with State Government’s free kindergarten reform.

**11. IMPLEMENTATION:**

- 11.1 Once adopted the Kindergarten Central Registration Policy will be available on the HCC website and will be communicated directly to families through the following avenues;
  - 11.1.1 All families currently registered to attend kindergarten from 2024 onwards will be alerted to the new policy via email, with the policy attached and a link to frequently asked questions about kindergarten.
  - 11.1.2 As new families register, they receive an automated confirmation of submission. A link to the policy will be added to this automatic reply.
  - 11.1.3 When an offer for a place at kindergarten is made, the link to the policy will again be shared with the family.
  - 11.1.4 Communicated through MCH, Playgroups, Early Year Services.
  - 11.1.5 Culturally and Linguistically Diverse officer will provide group and 1:1 sessions for families when required.

**12. CONCLUSION:**

- 12.1 The adoption of the policy will allow for equitable access to kindergarten for all families including those that are vulnerable and those from Culturally and Linguistically Diverse families.

**REPORT NO: 9.1 (cont.)**

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# KINDERGARTEN ENROLMENT POLICY

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<b>Policy Reference No.</b>	POL/188
<b>File No.</b>	HCC10/599
<b>Strategic Objective</b>	1.1: Support and enhance skill development and educational opportunities to reduce disadvantage, improve employment prospects and quality of life
<b>Adopted by Council</b>	November 2011
<b>Re-Adopted</b>	10 July 2017
<b>Date Reviewed</b>	July 2021
<b>Next Review</b>	April 2024
<b>Responsible Officer</b>	Coordinator Early Years Operations
<b>Department</b>	Family, Youth & Children's Services

**KINDERGARTEN ENROLMENT POLICY**

**1 POLICY STATEMENT**

- 1.1** The purpose of this policy is to ensure that Victorian Government funded sessional, kindergarten places are allocated in a manner which ensures equity of access and demonstrates a transparent administrative process.
- 1.2** Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation. Council acknowledges the cultural safety, participation, and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability.

**2 PURPOSE**

The purpose and guiding principles of the Kindergarten Enrolment Policy (the Policy) are:

- 2.1** Kindergarten is a universal early childhood program which is subsidised by the Victorian State Government and Commonwealth for children two years prior to commencing primary school.
- 2.2** Under the Early Start Kindergarten Program, the Victorian Government provides 15 hours of funded Kindergarten per week for eligible three-year-old children of Aboriginal and Torres Strait Islander descent, Refugee and Asylum seeker, or children known to Child Protection.
- 2.3** The Access to Early Learning Program is funded by the Victorian Government to provide 15 hours of funded Kindergarten alongside other supports to eligible children identified as meeting several vulnerability criteria.
- 2.4** Local Government, community organisations, schools, non-profit organisations and private operators are providers of Kindergarten programs. Hume City Council currently provides the majority of Kindergarten services in the municipality.
- 2.5** Kindergarten programs engage children in quality early learning experiences in community and centre-based environments. Research shows that quality early childhood education has a positive influence on longer-term educational and social outcomes, particularly for children experiencing educational and social disadvantage.
- 2.6** Families in Hume City have access to information, and a choice of high quality, flexible children services.
- 2.7** Collaboration between Council, community service providers, families and children enable Council to share knowledge and strengths and to plan and deliver seamless services.

**3 SCOPE**

- 3.1** In accordance with the Department of Education and Training Kindergarten Funding Guide, which details funding and priority of access requirements for funded Kindergarten in Victoria, two years of subsidised Kindergarten is available. Children must turn three on or before April 30 in the year of their three-year-old Kindergarten attendance, and four by the 30 April in the year of their four-year-old Kindergarten attendance.

<b>Policy Reference No:</b>	POL/188	<b>Responsible Officer:</b>	Coordinator Early Years Operations
<b>Date of Re/Adoption:</b>	20 July 2017	<b>Department:</b>	Family, Youth & Children’s Services
<b>Review Date:</b>	July 2021	<b>Next Review Date:</b>	April 2024

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**KINDERGARTEN ENROLMENT POLICY**

- 3.2** As per the Kindergarten Funding Guide, Early Start Kindergarten and the Access to Early Learning Program is available for 15 hours in a four-year-old Kindergarten program to eligible children who turn three years of age on or before 30 April of the year of Kindergarten attendance.
- 3.3** This will be the child’s first year attending a three or four-year-old Kindergarten program unless approved by the Department of Education and Training.

**4 OBJECTIVE**

- 4.1** To facilitate the placement of children into Kindergartens through a streamlined enrolment system.
- 4.2** To provide details of the eligibility criteria for applications, the prioritisation and reservation of places; timelines for lodging of applications and its procedures.
- 4.3** To ensure placements and procedures are in alignment with State Government policy directions, legislation, and funding criteria and accountability (including fee subsidies).
- 4.4** To ensure placements are provided according to the priority of access requirements detailed in the Kindergarten Funding Guide.

**5 POLICY IMPLEMENTATION**

**5.1 Eligibility Criteria**

- 5.1.1** Funded three-year-old Kindergarten will be available for 5 hours from the commencement of 2022, the hours will progressively increase (where practicable) to 15 hours by 2029. Eligible children will need to turn three on or before April 30 in the year of Kindergarten attendance.
- 5.1.2** Funded four-year old Kindergarten will be available for 15 hours and is available to all children who turn four years of age on or before April 30 in the year of Kindergarten attendance.
- 5.1.3** Children who turn three years of age between term one and April 30 will have their kindergarten place put on hold until the child turns three years of age and is eligible to attend the kindergarten program.
- 5.1.4** In accordance with the Kindergarten Funding Guide, Early Start Kindergarten and the Access to Early Learning Program is available to eligible children of three years of age on or before 30 April of the year of Kindergarten attendance.

**5.2 Application Timelines**

- 5.2.1** Applications for three and four-year-old Kindergarten can be made up to two years in advance.

<b>Policy Reference No:</b>	POL/188	<b>Responsible Officer:</b>	Coordinator Early Years Operations
<b>Date of Re/Adoption:</b>	20 July 2017	<b>Department:</b>	Family, Youth & Children’s Services
<b>Review Date:</b>	July 2021	<b>Next Review Date:</b>	April 2024

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**KINDERGARTEN ENROLMENT POLICY**

- 5.2.2** Applications open from March 1 (or the following business day) each year for placements two years hence.
- 5.2.3** Expressions of Interest for Early Start Kindergarten can be made from birth.
- 5.2.4** To be eligible for consideration in the first round of offers, applications must be lodged at Council by 5.00pm June 30 (or previous business day) the year prior to attendance. Any applications received after this date, will be considered a late application.
- 5.2.5** Information on how to apply will be available on Council’s website. Allocation of placements will be made in accordance with priority categories and date of receipt of the application.
- 5.2.6** Council cannot guarantee applicants will receive a Kindergarten place. Conditions regarding the number of available Kindergarten places and securing State Government funding will apply.

**5.3 How to Apply**

Registration Process Summary	
1. Family submits completed registration form	
2. Council receives registration and inputs it to the Central Enrolment system	
3. Council allocates offers of kindergarten placements with a group preference form	
4. Families respond to offers	
5. Children are allocated into groups	
6. families are notified of their group allocation and starter pack	

- 5.3.1** Application forms are available from the following locations:
- a) All Council operated Kindergartens, and Childcare Centres.
  - b) All Hume City Council customer service centres.
  - c) Hume City Council website.
- 5.3.2** Application forms must be returned with the following relevant documents to be accepted and processed:
- a) Proof of child’s age (such as the child’s birth certificate, Australian Immunisation Record (AIR) or passport) and,

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- b) One of the following to show proof of address (rates, gas or electricity bills or drivers’ licence) and:
- c) Non-refundable application fee, as detailed on the application form; or,
- d) If the child or family hold an eligible concession card as outlined in **5.17.11**, the family is eligible to receive a fee subsidy from the State Government and they are not required to pay the application fee and/or term fee, so long as a current and valid card is provided to Council that covers from time of registration to the completion of the child’s Kindergarten year. Should the card expire during any part of the child’s Kindergarten year, it is the responsibility of the parents /guardians to produce another valid card, otherwise full fees are payable. A copy of the card must be provided; or
- e) If the child/ren turns three on or before April 30 in the year of their three-year-old Kindergarten attendance, the application fee will be applied as credit on term two fees.

**5.3.3** In the case of multiple birth, an application form needs to be completed for each child indicating that the child is being registered along with his or her sibling as part of a multiple birth on the application form. A separate application fee is payable for each application submitted.

**5.3.4** Application forms can be submitted in any of the following ways. Forms must be complete and include all documentation in order to be processed:

- a) In person at one of Council’s Customer Service Offices
- b) Via mail to PO Box 119 Dallas 3047

**5.3.5** Application fees are payable via Cheque, Money Order, Credit Card or Cash at any Customer Service Centre or via cheque or money order if submitted via mail. Application fees do not apply where valid Concessions (as per clause **5.17.11**) are attached to the application form.

**5.3.6** Receipts will be issued to applicants and should be retained as evidence of application.

**5.3.7** Children enrolled in three-year-old Kindergarten programs at Council’s facilities are not automatically eligible for a place in four-year-old Kindergarten. Families must submit a Kindergarten Application form and enrolment will be determined through the Kindergarten enrolment application process.

**5.3 Application Priorities**

**5.3.6** For children who turn three or four years of age on or before 30th April in the year they are to attend Kindergarten, places will be allocated based on the priority category and on date of receipt of application with the priority categories being:

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Priority	Criteria	Process that could be used to verify need(s)
<b>Priority 1</b>	Children at risk of abuse or neglect, including children in Out-of-Home Care	<p>The child is:</p> <ul style="list-style-type: none"> <li>attending a four-year-old kindergarten program through Early Start Kindergarten or Access to Early Learning, or is</li> <li>referred by: <ul style="list-style-type: none"> <li>Child Protection</li> <li>Child and Family Services (family services referral and support team, Child FIRST /integrated family services /Services Connect case worker)</li> <li>Maternal and Child Health nurse, or</li> <li>Out-of-Home Care provider.</li> </ul> </li> </ul> <p>Written referrals from Child Protection / Child FIRST / Community Case Workers may be requested.</p>
	Aboriginal and/or Torres Strait Islander children	As part of the enrolment process, service providers must respectfully ask families ‘is your child Aboriginal and/or Torres Strait Islander?’ and record this information in KIM.
	Asylum seeker and refugee children	An appropriate visa identifies the child and/or parents as a refugee or asylum seeker.
	Children eligible for the Kindergarten Fee Subsidy	<ul style="list-style-type: none"> <li>A child or parent holds a</li> <li>Commonwealth Health Care Card, Pensioner Concession Card, Veteran’s Affairs Card, or</li> <li>Multiple birth children (triplets, quadruplets).</li> </ul>
	Children with additional needs, defined as children who: <ul style="list-style-type: none"> <li>require additional assistance in order to fully participate in the kindergarten program</li> <li>require a combination of services which are individually planned</li> <li>have an identified specific disability or developmental delay</li> </ul>	<p>The child is:</p> <ul style="list-style-type: none"> <li>assessed as having delays in two or more areas and is declared eligible for a second funded year of kindergarten</li> <li>holds a Child Disability Health Care Card</li> <li>has previously been approved for Kindergarten Inclusion Support Package, or referred by: <ul style="list-style-type: none"> <li>the National Disability Insurance Scheme</li> <li>Early Childhood Intervention Service</li> <li>Preschool Field Officer, or</li> <li>Maternal and Child Health nurse.</li> </ul> </li> </ul>
<b>Priority 2</b>	Children of Hume City residents and rate payers	Attachment of evidence of living in Hume City, e.g. driver’s license, rates notice, contract of construction.
<b>Priority 3</b>	Children of Non-Hume City residents	No supporting documentation required.

**5.3.7** Priority of Access guidelines apply to separate age cohorts. In mixed age groups, three and four-year-old children considered vulnerable are equally prioritised.

**5.3.8** Evidence of eligibility for children with additional needs can be submitted up until 30 June of the year prior to attendance if eligibility is not known at the time of initial registration.

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- 5.3.9** Children of non-Hume City residents may not receive an offer until after the third round of offers.

**5.4 Reserved Places**

- 5.4.1** Families who have children who are eligible for a second year (Four-year-old only) of four-year-old Kindergarten are required to submit a Second Year of Kindergarten Application form in order to access a reserved place.
- 5.4.2** A Kindergarten place will be reserved at the centre indicated on the Second Year of Kindergarten Application form.
- 5.4.3** A Second Year of Kindergarten Application form must be submitted for children deemed eligible, provided the child has met the eligibility criteria and it has been approved by the Early Childhood Teacher, to attend a second year of Kindergarten. This must be lodged with Council by 30 June in the year of the child’s first year of Kindergarten.
- 5.4.4** A reserved place will be allocated for children who received an offer of a Kindergarten placement the previous year but elected to defer. The reserved place will be allocated at the centre that the offer was made.
- 5.4.5** Reserved places will be available for allocation until the end of December prior to the commencement of the first term of Kindergarten in the following year. The unallocated reserved places may then be released for those on the waiting list according to priority of access outlined in **5.4.1**.

**5.5 Late Applications**

- 5.5.1** Applications will continue to be received after June 30 the year prior to attendance.
- 5.5.2** Late applications may be included in the first round of offers, in accordance with the priority of access and date of applications.
- 5.5.3** If no places are available, the applicant will be placed on the waiting list according to priority and date of receipt.

**5.6 Changes to application details**

- 5.6.1** When applicants wish to alter their original Kindergarten preferences, a Change of Registration form needs to be completed and lodged at Council’s customer service centres, or sent via mail to PO Box 119 Dallas, 3047 or via email to [preschool@hume.vic.gov.au](mailto:preschool@hume.vic.gov.au).

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**5.6.2** The Changes to Registration form must be lodged with Council by Close of Business of June 30 (or previous business day) the year prior to attendance in order to be considered in the first round of offers, and in order to maintain the original registration date.

**5.6.3** Changes to Kindergarten preferences lodged with Council after June 30 will result in a new application date being issued, which will be the date the change of details was lodged with Council. Minor changes to registrations such as change of family address will retain the original application date.

**5.7 Commencement of Offers**

**5.7.1** All applications will be allocated according to priority and the receipt date upon submission of application.

**5.7.2** Refer to clauses **5.2.2** and **5.4.1** regarding lodgement date for first round offers and late applications.

**5.7.3** Where application numbers exceed the number of places available at the first preference Kindergarten, applicants will be allocated their second or third preference based on availability of places. If there are no places available at any stated preferences, then the applicant will remain on the waiting list for the Kindergarten preferences nominated on the registration form.

**5.7.4** Placement offers will be made in writing to applicants by the end of Term 3 each year. A written response will be required within a nominated time frame.

**5.8 Review of the remaining places**

**5.8.1** Offers are ongoing and will continue to be made until all placements are filled, including once the Kindergarten year commences.

**5.8.2** Any children who remain on the waiting list after all places have been allocated; will be offered a placement appropriate to their priority as soon as a vacancy occurs at one of their preferred Kindergartens.

**5.8.3** Council aims to operate each Kindergarten at viable occupancy rates according to State Government’s funding requirements, which requires a minimum number of enrolments for each Kindergarten program.

**5.9 Responses to Offers**

**5.9.1** Applicants can select one of the following choices:

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- a) Accept the Kindergarten place that is on offer. Once a place has been accepted, applicants cannot remain on the waiting list for another Kindergarten.
- b) Decline the offer of the Kindergarten place and be placed on a waiting list for their preferred Kindergartens as listed on their application form.
- c) Defer their child’s placement to the following Kindergarten year.
- d) Cancel their application.

**5.9.2** Applicants must select in writing one of the responses above and respond by the date stipulated on the letter in order for the response to be processed.

**5.9.3** Where no response is received by Council within the specified timeframe as stated in the letter of offer, the child’s place will be cancelled. When families contact Council later than the required response date, their child will be reinstated to the waiting list with the appropriate priority, and with a new registration date.

**5.9.4** When an applicant requests their child to be placed on a waiting list of their preferred Kindergartens, they must forego any other place offered. The child is placed on the waiting list of their preferred centres according to category of priority. At this time, the applicant may request preferences be removed from their application, if their preferred Kindergarten is listed as their second or third preference. Placement is not guaranteed at the preferred centre.

**5.10 Deferral**

**5.10.1** In accordance with the Kindergarten Funding Guide and its successor agreements, a four-year-old child enrolment may be deferred within term 1, provided the registration has not been recorded on the DET Kindergarten Information Management System.

**5.10.2** Families wishing to defer their enrolment should speak with the Kindergarten as soon as possible to discuss their child’s readiness for Kindergarten.

**5.10.3** Families should complete a deferral form, whereby their enrolment will be re-offered the following year, with the application maintaining its original application date.

**5.10.4** Deferrals are unable to be submitted after the registration has been submitted on the Kindergarten Information System.

**5.10.5** After a deferral form is submitted, families may submit a three year old Kindergarten application for that year, however, a new application date will be recorded for this application and there is no guarantee of a placement within this program.

**5.10.6** A deferral can only be submitted where a Kindergarten placement offer was made or accepted and the child has already attended up until the end of Term 1.

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**5.11 Second Year of Kindergarten – Four-Year-Old only**

- 5.11.1** A second year of Kindergarten is only available to children who have completed four-year-old Kindergarten and meet the eligibility criteria as set by the State Government.
- 5.11.2** Families identified as eligible to enrol in a second year of four-year-old Kindergarten must submit an application form before 30 June to be considered in the first round of offers. The application fee will not be payable in these circumstances.
- 5.11.3** Places will be reserved at the family’s Kindergarten of first preference.
- 5.11.4** Applications received after 30 June will be treated as a late application, however, will be given priority according to clauses **5.4** and **5.6**.

**5.12 Children who will turn six years of age during the four-year-old Kindergarten year**

- 5.12.1** Children who turn six years of age during the Kindergarten year must be exempted from attending school.
- 5.12.2** Parents need to apply for an exemption before the child starts Kindergarten by filling in the appropriate State Government documentation.
- 5.12.3** If an exemption has not been granted by State Government, Council will not be in a position to accept the child into Kindergarten.

**5.13 Transfer of Kindergarten places**

- 5.13.1** Once a place has been allocated to a child, the child’s place is not generally transferable between Kindergarten centres. If an applicant believes their circumstances are exceptional, they may write to the Manager Family, Youth and Children’s Services asking for consideration of their request.
- 5.13.2** Each request will be taken on its merit and considered in relation to the available vacancies and current waiting lists. There is no guarantee of transfer.

**5.14 Children with additional needs**

- 5.14.1** Children with additional needs are encouraged and welcomed to access Hume City Council’s Kindergartens.
- 5.14.2** Additional support is available to be provided to children with additional needs, families, and services through the Preschool Field Officer program.

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**5.14.3** Applicants are encouraged to notify Council of their child’s additional needs on the application form. This will help ensure that appropriate supports will be put in place for the child.

**5.14.4** If the child has subsequently been identified with additional needs after registration, a letter of support as detailed in **5.4.3** is to be provided to Council in order to be considered as a priority 1.

**5.14.5** Disclosing your child’s additional needs will not disadvantage your child’s application.

**5.15 Application Fees**

**5.15.1** Application fees for all children who are enrolling under Priority 1 (**5.4.1**) will be waived to reduce barriers to enrolment.

**5.15.2** Children eligible to receive a Kindergarten fee subsidy from the State Government will also have their application fee waived upon presentation of valid Concession Cards/visa’s (see section **5.17.11** for eligibility).

**5.15.3** Council’s Kindergarten services at times conduct special enrolment sessions within Hume City and on these occasions, it will be at the discretion of the Manager Family, Youth and Children Services to waive application fees.

**5.16 Kindergarten Fees**

**5.16.1** The annual fee is determined each year as part of Council’s budget and is charged on a termly basis. The rate of fees is dependent on the receipt of State Government grants and contributions and other influences on the service.

**5.16.2** Service users will be notified of fee changes in a timely manner.

**5.16.3** The term fee is charged regardless of attendance of the child during the term. However, the families wishing to present exceptional circumstances for consideration in a fee review can put their request in writing to the Manager Family, Youth & Children’s Services for consideration.

**5.16.4** Pro rata fees or refunds do not apply where the service user withdraws from the program during the term, or where the family fail to notify the Kindergarten Central Enrolment officer of their withdrawal prior to the term commencing.

**5.16.5** Full fees apply where a service user accepts an offer of placement/ commences Kindergarten part way through the term.

**5.16.6** Term fees are required to be paid prior to commencement in the program and prior to each term, in order to continue to access the program. Non-payment of fees may impact upon access to other programs operated by Council.

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- 5.16.7** Families with twins or two children of different ages attending Kindergarten in the same year shall be entitled to a fee discount of 50% of the term fee of the second child.
- 5.16.8** Families experiencing difficulties in paying fees are encouraged to discuss this with the Kindergarten accounts officer. Fee payment plans can be established in consultation with Council’s Finance Department. Service users are required to adhere to these plans.
- 5.16.9** Council will contact service users who are in arrears in order to rectify the situation through a range of actions, which may include payment options or suspension of service.
- 5.16.10** A placement may be held open for the term if full payment of fees is received or a valid Concession Card is presented, however this will be at the discretion of Council and consideration given to Kindergarten demand (refer to **5.17.3** regarding payment of term fees).
- 5.16.11** In accordance with the Kindergarten Funding Guide, no Kindergarten fees apply to families where evidence is provided that the child individually holds, or has a parent or guardian who holds one of the following current and valid cards/visas:
- a Commonwealth Health Care Card
  - a Commonwealth Pensioner Concession Card
  - a Department of Veterans’ Affairs Gold Card or White Card
  - Refugee visa (subclass 200)
  - In-country Special Humanitarian visa (subclass 201)
  - Global Special Humanitarian visa (subclass 202)
  - Temporary Humanitarian Concern visa (subclass 786)
  - Humanitarian Stay Visa (subclass 449)
  - Temporary Protection Visa (subclass 785)
  - Safe Haven Enterprise visa (subclass 790)
  - Protection visa (subclass 866)
  - Emergency Rescue visa (subclass 203)
  - Woman at risk visa (subclass 204)
  - Bridging visas A-E.
  - ImmiCard
- 5.16.12** Council needs to be provided with a copy of a current and valid concession card, visa, travel document or letter of visa status and record its expiry date.

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**5.16.13** If the concession card expires during the course of the Kindergarten year, it is the service user’s responsibility to provide the new card in order to be eligible for the fee discount. Concession cards must be presented before the end of the child’s Kindergarten year of attendance in order to be accepted (i.e., 31 December).

**5.16.14** No Kindergarten fees apply to families where the child is:

- a) Identified by a parent, carer or legal guardian as an Aboriginal and/or Torres Strait Islander
- b) Identified on their birth certificate as being a multiple birth child, being triplets or more.
- c) An Early Start Kindergarten enrolment,
- d) An Early Start Kindergarten Extension Enrolment,
- e) An Access to Early Learning Enrolment.

**5.17 Refunds**

**5.17.1** Application fees are non-refundable.

**5.17.2** Service users, who withdraw from their Kindergarten placement, will forfeit the fees paid to Council for that term, and will be liable for term fees in accordance with **5.17.4**.

**5.17.3** Pro rata fees and refunds may apply depending on when the service user withdraws from the program during the term. Decisions will be made at the discretion of the Manager Family, Youth and Children’s Services pending a review of each circumstance.

**5.17.4** In exceptional circumstances, requests for refunds must be made in writing with copies of receipts forwarded to the Manager Family, Youth and Children’s Services. Decisions will be made at the discretion of the Manager.

**5.17.5** Service users who receive Kindergarten fee subsidies from the State Government are not entitled to a refund of remaining fees.

**5.18 Kindergarten operational sessions**

**5.18.1** Kindergarten operational session days and times and enrolment numbers are reviewed annually as part of the allocation process and DET funding confirmation.

**5.18.2** Sessions may vary from year to year at each centre. Council may make alterations to any Kindergarten session dependant on applications or individual centre numbers at any time.

**5.18.3** Consultations will take place from time to time to ensure services continue to be responsive to the needs of the community.

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- 5.18.4** Once enrolled, each child will generally be able to access five hours for three-year-olds and fifteen hours for 4-year-olds of Kindergarten per week during school terms.

### 5.19 Sessions and groups within Kindergartens

- 5.19.1** For offers accepted in offer rounds 1-3, applicants will be informed of the proposed Kindergarten sessions and timetable at each centre and requested to indicate their preferred group/s.
- 5.19.2** For offers accepted after round 3, applicants may be allocated to the remaining places within groups; however, Council officers will endeavour to consult with families where there are vacancies across the groups.
- 5.19.3** Council officers will endeavour to give applicants their preferences; however, it cannot guarantee applicants will receive their preferred session or group within the centre.

## 6 DEFINITIONS AND ABBREVIATIONS

### 6.4 Kindergarten

Kindergarten is a universal early childhood program which is funded by the State Government for three and four year old children two years prior to commencing primary school.

### 6.5 Second Year

A second year of Four year old Kindergarten is approved and funded by State Government for children who meet the eligibility criteria for a second funded year of Kindergarten.

### 6.6 Early Start Kindergarten Program

Early Start Kindergarten enable eligible children to access a four-year-old, 15 hour Kindergarten program in the year two years before school where the child is Aboriginal and/or Torres Strait Islander, children known to Child Protection or referred to Child FIRST/Integrated Family Services by child protection and refugee and asylum seekers.

### 6.7 Access to Early Learning Program

The Access to Early Learning Program enables eligible children (who turn three years old by the 30th April in the year of attendance) to access a four-year-old Kindergarten program in the year before their funded four year old Kindergarten program, where the family meet two of the following eligibility criteria, Known to Child Protection, Mental Health issues, Family Violence, Sexual Assault, Alcohol/ Drug Abuse, Physical or intellectual disability or trauma.

### 6.8 Newly Arrived Families

Newly arrived families are defined as families who have arrived in Australia and moved into Hume City not before 1 July of the year prior to attendance.

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**6.9 Children with additional needs**

The Preschool Field Officer program is available to services, families and children to provide assistance to support the inclusion, learning and development of children with additional needs.

**7 RELATED DOCUMENTS**

- Early Childhood Programs and Services Guide December 2015
- Early Childhood Agreement for Children in Out-of-Home Care
- Education and Care National Law Act 2010
- Education and Care National Law Regulations 2011
- Equal Opportunity Act (Victoria) 2010
- Kindergarten Funding Guide
- Memorandum of Understanding for non-Council Kindergartens participating in the Hume Central Enrolment Scheme
- Supplementary documents to the Kindergarten Funding Guide
- Children’s Services Procedure Manual
- All About Kindergarten Guide (currently under development)

<b>Date Adopted</b>	November 2011
<b>Date Re-Adopted</b>	
<b>Next Review Date</b>	April 2024

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# KINDERGARTEN CENTRAL REGISTRATION POLICY

Policy Reference No.	POL/188
File No.	HCC#### [YOUR FILE REFERENCE #]
Strategic Objective	3.2 Deliver responsible and transparent governance, service and assets that respond to community need [SELECT STRATEGIC OBJECTIVE FROM COUNCIL PLAN]
Adopted by Council	#### [DATE OF MEETING ADOPTED]
Re-Adopted	#### [LEAVE BLANK IF N/A]
Date for Review	February 2025 [WITHIN 5 YEARS]
Responsible Officer	Coordinator Inclusion and Service Planning
Department	Family, Youth & Children’s Services

## **1. POLICY STATEMENT**

1.1 The purpose of this policy is to ensure that Victorian Government funded sessional kindergarten places are allocated in a manner which ensures equity of access and demonstrates a transparent administrative process.

1.2 Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation. Council acknowledges the cultural safety, participation, and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability.

## **2. PURPOSE**

This policy outlines the process and priorities of kindergarten registration through the Hume Kindergarten Central Registration and Enrolment Scheme (CRES).

## **2. SCOPE**

This policy applies to community members wishing to access funded sessional kindergarten places, service providers, and agencies who support children to register for and access sessional kindergarten places.

## **4. OBJECTIVE**

4.1 To outline key information relating to registration in funded sessional kindergarten programs.

4.2 To define timelines for registration and kindergarten allocation.

## **5. DEFINITIONS AND ABBREVIATIONS**

<b>Word/Term</b>	<b>Definition</b>
Application	The online electronic application form submitted to Council to register interest in a preferred kindergarten. <a href="#">Kindergarten - Hume City Council</a>
Additional Developmental Needs	Children with additional needs who: a) require additional assistance to fully participate in the kindergarten program. b) require a combination of services which are individually planned. c) have an identified specific disability or developmental delay.
Composite kindergarten groups	Kindergarten groups where three-year-old and four-year-old children attend together.
CRES (Central Registration and Enrolment Scheme)	Central process for families to register children to attend funded sessional kindergarten settings. The Hume CRES includes providers who deliver funded sessional kindergarten programs across the municipality.
Department of Education Kindergarten CRES Practice Guide	Provides a framework to deliver the CRES, guided by the following principles: simple, inclusive, adaptable, consistent, transparent and collaborative. In line with these principles, Council is committed to continuously improve systems and processes to ensure that barriers are removed for children and families to access kindergarten. To provide feedback and contribute to decisions about the scheme:

	<ul style="list-style-type: none"><li>Kindergarten providers registered through the Hume CRES are invited to attend the CRES Provider Network.</li><li>Local organisations, agencies who work with children and families and kindergarten providers are invited to attend the Hume Early Years Partnership.</li></ul>
Enrolment	Confirmation by the kindergarten management body to the parent/guardian for their child/ren’s attendance at kindergarten.
EnrolNow	The electronic registration system used by the CRES provider to manage the application and allocation process of kindergarten places.
Kindergarten Fee Subsidy	<p>Your child is eligible for the kindergarten fee subsidy (KFS):</p> <ul style="list-style-type: none"><li>if your child identifies as Aboriginal and/or Torres Strait Islander</li><li>if your child is identified on their birth certificate as being a multiple birth child (triplets or more).</li></ul> <p>Your child is also eligible if they hold, or have a parent or guardian who holds, one of the following:</p> <ul style="list-style-type: none"><li>a Commonwealth Health Care Card</li><li>a Commonwealth Pensioner Concession Card</li><li>a Department of Veterans Affairs Gold Card or White Card</li><li>Refugee or Asylum Seeker visa (200-204, 786 or 866)</li><li>Bridging visas for any of the above Refugee or Asylum Seeker visas.</li></ul> <p>For families or children with a humanitarian or refugee visa listed by the Department of Immigration and Border Protection that is not included in the above list, please speak to Council for more information.</p>
Kindergarten Service	The physical location of the kindergarten, kindergartens across Hume are managed by various organisations.
Out of Home Care	A temporary, medium or long term living arrangement for children and young people who cannot live in their family home.
Risk of abuse or neglect	Abuse or neglect can include: physical abuse, sexual abuse, grooming, family violence, emotional abuse and neglect.

## **6. KINDERGARTEN ELIGIBILITY CRITERIA**

All children are eligible to attend funded kindergarten in the two years prior to attending Primary school.

A child must be three years of age on or before the 30 April and be less than six years of age to attend funded kindergarten unless they have a school exemption. The Department of Education (DE) [Starting Age Calculator](#) can be used to determine what year a child is eligible for kindergarten.

It is important for families to consider when they would like their child to start primary school prior to deciding when to attend two years of funded kindergarten. Families who are uncertain about their child’s preparedness for kindergarten are encouraged to contact Council’s Registration team. The registration team can be contacted by emailing [kindergarten@hume.vic.gov.au](mailto:kindergarten@hume.vic.gov.au) or by phoning (03) 9205 2538.

### **6.1. Children must have turned three to commence kindergarten. Children who turn three years of age between the start of term one and April 30 can choose:**

- Delayed Start – prior to starting at kindergarten, families can delay their child’s kindergarten place and will be eligible to attend two full years of funded kindergarten beginning the following year.
- Place Held –prior to turning three years of age families can place on hold their child’s kindergarten place until their third birthday, this will be their first year of funded kindergarten.

6.2. **Children turning six years of age in a kindergarten year** - must apply and be granted an exemption from attending school by DE. [Going to kindergarten if your child is 6 years old | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/going-to-kindergarten-if-your-child-is-6-years-old)

## **7. REGISTRATIONS**

- 7.1. For support with completing kindergarten registrations families can contact the CRES team on (03) 9205 2538 or via email: [kindergarten@hume.vic.gov.au](mailto:kindergarten@hume.vic.gov.au), interpreter services are available.
- 7.2. Registrations are completed electronically and submitted online via the council website [Kindergarten - Hume City Council](#)
- 7.3. From birth, an expression of interest for a future kindergarten placement can be completed to activate a reminder when registrations will formally open.
- 7.4. Registrations open from March 1 each year for placements two years in advance.
- 7.5. Separate registrations are required for each year of funded kindergarten.
- 7.6. One registration is to be completed for each child registering.
- 7.7. Registrations submitted after June 30 the year prior to attendance will be considered a late registration and may not be included in the first round of offers.
- 7.8. Families must choose three kindergarten preferences.
- 7.9. Families will receive confirmation of receipt of registration via email after submission.

## **8 PRIORITY OF ACCESS (PoA) criteria**

If the number of children registered for kindergarten places exceeds the number of places available, the DE Kindergarten Funding Guide outlines the priority of which kindergarten places must be offered:

- 8.1 Children at risk of abuse or neglect, including children in Out of Home Care
- 8.2 Aboriginal and or Torres Strait Islander children
- 8.3 Are, or have parents or carers who are, asylum seeker and refugees
- 8.4 Are eligible for the Kindergarten Fee Subsidy
- 8.5 Have additional developmental needs

The Hume Central Registration locally agreed priority of access applies to:

- 8.6 Children of Hume City residents and rate payers
- 8.7 In composite kindergarten groups, four-year-old children will take priority over three-year-old children.
- 8.8 Non-Hume Residents will only become eligible for placement in Hume kindergartens after the 3<sup>rd</sup> round of places have been offered.

## **9 RESERVED PLACES**

- 9.1 Second year of four-year-old kindergarten



A second year of 4 year old kindergarten may be considered and agreed between the Early Childhood Teacher (ECT) and the family. For children to be eligible, they must meet the DE criteria for a second year. The ECT must complete a declaration of eligibility and a second year statement on the DE Kindergarten Information Management System (KIMS).

**9.2 Pre-purchased places.**

Pre-purchased places will be held at kindergartens as allocated by DE for families who meet DE priority of access criteria (8.1-8.5) and have not registered prior to the beginning of the kindergarten year.

## **10 ALLOCATION PROCESS**

- 10.1 Prior to allocations, Council will contact the kindergartens to determine places available for the following year.
- 10.2 Allocations begin in August each year for kindergarten places in the following year. Allocations are ongoing and will continue to be made until all kindergarten places are filled, including once the kindergarten year commences.
- 10.3 Children meeting DE POA criteria as outlined in section 8 above must be allocated first, all other children including children meeting local priority criteria will then be allocated randomly by ballot. Where the number of applications meeting local priority criteria is greater than the remaining places being offered at a service, applications will be electronically allocated through EnrolNow and are selected at random.
- 10.4 Council will endeavour to allocate families to their preferred kindergarten of choice, yet preferences are not guaranteed. This is subject to service capacity limitations and community demand.
- 10.5 Families will be sent an email to notify them of their offer and can respond to the offer of a kindergarten place by:
  - a) accepting the kindergarten place
  - b) declining the kindergarten place and being placed on a waiting list
  - c) deferring their child’s placement
  - d) cancelling their registration
- 10.6 If no response is received by the due date identified on the offer, Council will attempt to contact the family by phone, text message or email. If the family is unable to be contacted, the place will be cancelled.
- 10.7 Any grievance or appeal in relation to the kindergarten registration can be addressed through the process outlined in section 12 below.

## **11 KINDERGARTEN ENROLMENT (COMPLETED BY KINDERGATEN SERVICES)**

- 11.1 After acceptance of application, all registration information provided for the child will be shared with the kindergarten services, following this the kindergarten service will be the main point of contact for families.
- 11.2 The enrolment process at kindergartens will require families to provide:
  - a) Proof of child’s date of birth
  - b) Immunisation record
  - c) Copy of concession card (if applicable).

## **12 GRIEVANCES**

Any grievance or appeal in relation to the kindergarten registration process or kindergarten offers are to be directed to the CRES team on (03) 9205 2538 or via email: [kindergarten@hume.vic.gov.au](mailto:kindergarten@hume.vic.gov.au).

Should there be no satisfactory resolution, the issue will then be raised to the Coordinator Inclusion and Service Planning and the Manager Family, Youth and Children Services.

### 13 HOLDING LIST

Council will endeavour to allocate families to their preferred kindergartens of choice, yet preferences are not guaranteed. This is subject to service capacity limitations and community demand. Families are encouraged to put down three service preferences. In instances where there is no likelihood of obtaining a place at a preferred service, families will be provided with locations where vacancies are available.

Council will work with kindergarten providers to minimise holding lists where possible and provide information where registered places exceed proposed capacity. Council will actively engage with families who are on holding lists to identify suitable alternative locations to access funded kindergarten programs.

### 12 RELATED DOCUMENTS

Document	Link
CRES Practice Guide	<a href="https://www.vic.gov.au/childcare/early-childhood/childcare-practice-guides-and-resources">vic.gov.au/childcare/early-childhood/childcare-practice-guides-and-resources</a>
Kindergarten Funding Guide	<a href="https://www.vic.gov.au/childcare/early-childhood/childcare-funding-guide">vic.gov.au/childcare/early-childhood/childcare-funding-guide</a>
Second Year of Kindergarten	<a href="https://www.vic.gov.au/childcare/early-childhood/childcare-second-year-of-kindergarten">Second year of funded Four-Year-Old Kindergarten   Victorian Government (www.vic.gov.au)</a>
Registrations	<a href="https://www.hume.vic.gov.au/Kindergarten">https://www.hume.vic.gov.au/Kindergarten</a>
Starting Age Calculator	<a href="https://www.vic.gov.au/give-your-child-the-best-start-in-life#when-to-start-three-and-four-year-old-kindergarten">https://www.vic.gov.au/give-your-child-the-best-start-in-life#when-to-start-three-and-four-year-old-kindergarten</a>

Date Adopted	##/##/####
Date Re-Adopted	##/##/#### [Leave blank if N/A]
Review Date	##/##/####



Department  
of Education

# CRES Practice Guide

Kindergarten Registration and Enrolment Scheme

Version 2.0 – January 2023



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Department  
of Education

## Foreword

The Victorian Government is committed to ensuring all Victorian children have access to a high-quality kindergarten programs, and making the process for families as simple and accessible as possible.

Central Registration and Enrolment provides a single point of contact for families to apply for multiple kindergarten services in their area and helps ensure children secure a place that best suits their needs. It also allows local government to establish strong links with support services, including the Maternal and Child Health (MCH) Service, to identify and engage children and families who may need more support.

These Kindergarten Central Registration and Enrolment resources will support the implementation of the largest social, economic and educational reform in Victoria’s history - Best Start, Best Life.

The Victorian Government is investing a total of \$14 billion to deliver the Best Start, Best Life reform. This includes the \$5 billion investment in the rollout of Three-Year-Old Kindergarten and an additional \$9 billion over 10 years, announced in June 2022, to support:

- Free Kinder programs for all three- and four-year-old children at participating services from the start of 2023
- Four-Year-Old Kindergarten transitioning to ‘Pre-Prep’ over the next decade, becoming a universal, 30-hour-a-week program of play-based learning available to every four-year-old child in Victoria
- the establishment of 50 new government-owned and affordable early learning centres. These centres will be built in locations across Victoria that have the greatest need and will make it easier for families to access education and care.

In partnership with the Municipal Association of Victoria (MAV), these resources were developed through extensive consultation with local government, kindergarten service providers, MCH services, family and children support services, peak bodies and organisations representing Victoria’s diverse community. The department would like to thank everyone that contributed to the development of these guides, and in particular, the local government representatives on the Central Enrolment Working Group for sharing their knowledge and experience.

We know that early education can have a profound impact on the life trajectory of child, and a system that supports families to access a quality kindergarten program can make a sustained positive impact on families and children for years to come.



## About the CRES Practice Guide

This **CRES Practice Guide** provides guidance on how to deliver a best-practice Central Registration and Enrolment Scheme (CRES), a local government-led program that supports families and carers to register and enrol their children in kindergarten. The **Practice Guide** provides information for individuals involved in the delivery of a CRES. The Guide has a companion set of documents and templates that facilitate CRES delivery. All are editable documents and are provided as appendices to the guide.

The **Practice Guide** comprises four sections:

1. *Background* – Context to early childhood education and how the CRES can help improve outcomes for children
2. *The CRES model* – An overview of the best-practice model and process
3. *Ethos* – The vision, purpose and principles for the CRES that serve to align practice across the state and provide overall direction for the CRES.
4. *Process* – The steps that all CRES stakeholders will follow to deliver a best-practice CRES, anchored in the family journey.

Use Section 4 to guide your activities as you deliver the annual CRES cycle.

The Practice Guide is accompanied by a **CRES Self-Assessment Tool** and **CRES Development Guide**. The **Self-Assessment Tool** will help you understand the capabilities of your existing scheme and identify areas for improvement. The **Development Guide** provides guidance on establishing, developing and expanding a CRES.

The **Practice Guide**, **Development Guide**, **Self-Assessment Tool**, and associated templates and documents were co-designed by the Department of Education (DE), the MAV, stakeholders representing councils, kindergarten service providers, MCH staff and other support services.

## Glossary of stakeholders and terminology

CRES stakeholders				
The groups and organisations that are involved in the CRES				
Families and carers	CRES Provider	CRES Partners		
The families and carers that have children aged birth to school age.	The organisation that delivers kindergarten central registration to a local area, usually a local council or an EYM on behalf of a council.	The collection of organisations that collaborate with the CRES Provider to deliver the CRES		
		Kindergarten service providers	MCH services	Support services
		Early childhood education providers who are funded to deliver a kindergarten program in Victoria.	A free, universal primary health service for all Victoria families with children from birth to school age	Organisations who provide universal, secondary and tertiary family services, such as Supported Playgroups, Orange Door and ChildFIRST
				Other stakeholders
				Other organisations that support CRES delivery, including DE, MAV, community organisations and early learning peak bodies.

Term	Definition
Central Registration and Enrolment Scheme (CRES)	A best-practice model that streamlines the process of registering and enrolling children in kindergarten for families and service providers, ensuring the process is simple, consistent, inclusive and equitable.
Central Enrolment (CE)	A predecessor to CRES that has successfully improved the equitable and accessible allocation of kindergarten places to date but is implemented differently across the state.
Early Childhood Education and Care (ECEC)	Services provided to children in the years before primary school that develops a child's social, emotional, cognitive and physical abilities, building a solid foundation for future learning.
Enrolment	In-depth information collection in line with state legislation for a child soon to begin kindergarten. This includes ensuring the service provider has the health and emergency information to provide a safe experience for children and informs state government planning and subsidies.
Early Start Kindergarten (ESK)	<p>ESK gives eligible children 15 hours of free or low-cost kindergarten a week for two years before starting school.</p> <p>A child is eligible for ESK if they are three years old by 30 April in the year they are attending kindergarten and:</p> <ul style="list-style-type: none"> <li>are from a refugee or asylum seeker background, or</li> <li>identify as Aboriginal or Torres Strait Islander, or</li> <li>if the eligible family has had contact with child protection.</li> </ul> <p>Eligibility can be established in discussion with the family or services working with the family such as Maternal and Child Health nurses.</p> <p>Children can be enrolled in a three-year-old group, a four-year-old group, a mixed age group or can be enrolled in a combination of groups delivered by a qualified early childhood teacher, to maximise their access to 15 hours of kindergarten.</p> <p>Any residual ESK funding remaining after covering the costs of a free 15-hour per week kindergarten program can be used to cover any gap fees not covered by the Child Care Subsidy (CCS) or Additional Child Care Subsidy (ACCS) for the child if they attend a long day care service, support professional development for the educator, or support other priority cohorts of children accessing the service.</p> <p>It is also important to note that registration fees are waived for any ESK eligible family registering for kindergarten through a CRES. Many other services not part of CRES may also opt to waive their registration fee for ESK eligible families.</p>

Early Years Management (EYM)	Early Years Managers are local government and community-based organisations that provide professional leadership and centralised management to a group of kindergartens as the authorised service provider. EYM is a key strategy to build a stronger, responsive universal kindergarten system.
Free Kinder	<p>From 2023, Free Kinder is available in Three- and Four-Year-Old Kindergarten programs at participating funded kindergarten services.</p> <p>Families with children enrolled in sessional kindergarten programs receive a free program:</p> <ul style="list-style-type: none"> <li>For 3-year-olds, Free Kinder means a free kindergarten program between 5 and 15 hours per week (200 – 600 hours a year)</li> <li>For 4-year-olds, Free Kinder means a free kindergarten program of 15 hours per week (600 hours a year).</li> </ul> <p>Families with 3-and 4-year-old children enrolled in participating long day care services receive a fee offset of up to \$2,000 per child:</p> <ul style="list-style-type: none"> <li>This means a saving of \$2,000 for children enrolled in a 15-hour per week kindergarten program (600 hours a year).</li> <li>Children that are enrolled in a Three-Year-Old Kindergarten program of less than 15 hours, will receive a pro-rata amount.</li> </ul>
Kindergarten Fee Subsidy (KFS)	<p>For services that are not participating in Free Kinder, promotes kindergarten participation by enabling eligible children in funded three and four-year-old groups to access up to 15 hours of kindergarten delivered by a qualified early childhood teacher free of charge or at low cost.</p> <p>A child enrolled in a long day care service is not eligible for KFS where approved Commonwealth Child Care subsidy is applied.</p>
Kindergarten	<p>An early childhood educational program delivered by a qualified early childhood teacher to children in the two years before school. The term “preschool” is used nationally and in some municipalities.</p> <p>In Victoria, a “funded kindergarten program” complies with applicable requirements as set out in the <a href="#">Kindergarten Funding Guide</a> and provides a program in accordance with the <i>Victorian Early Years Learning and Development Framework</i>.</p> <p>Funded kindergarten programs may operate in a variety of settings, including long day care centres, standalone services, schools or community centres, and is operated by a variety of service providers, including community organisations, local councils, schools, not-for-profit organisations or private providers.</p>
LGA	Local Government Area. Often referred to as ‘council’.
Maternal and Child Health (MCH) Service	A free, universal primary health service for all Victorian families with children from birth to school age. It includes the Universal MCH program, Enhanced MCH program and the MCH Line, a 24-hour telephone support service.
Registration	The process of families and carers giving initial information about their child to confirm their intention to enrol in kindergarten, administered by the CRES Provider. This includes collection of basic contact information, kindergarten preferences and any other details that may inform prioritised allocation in kindergarten.
Universal, secondary and tertiary support services	<p>‘Universal support services’ are targeted at an entire population, to provide support and education before problems arise. Examples of universal support services include funded kindergarten programs, the Universal MCH program, community playgroups and libraries.</p> <p>‘Secondary support services’ are targeted at families who may need more support to avoid problems escalating. An example of secondary support is Supported Playgroups.</p> <p>‘Tertiary services’ provide interventions and treatment where a problem has already occurred. An example of a tertiary service is Child Protection.</p>



# 1. Background

## Early childhood education and care is an important part of childhood development

The foundations of a child’s long-term development are laid in early childhood. In these years, children develop crucial cognitive and emotional skills such as reasoning, problem solving, and how to get along with others.

A high-quality kindergarten experience sets up a child for a life full of learning and prepares them for school. In the long term, evidence shows that children who have positive early childhood experiences grow up to contribute to a harmonious, healthy and prosperous society<sup>1</sup>.

Despite the recognised benefits, families and carers may choose not to enrol their children in kindergarten. Two possible reasons contributing to this outcome are:

- While most parents acknowledge the opportunity for socialisation of their children, some may not understand the value of play-based or early childhood education.
- Kindergarten services can be difficult to access, because registration and enrolment processes can be laborious for families to navigate. This is particularly the case when English is not the primary language spoken, and/or for more newly arrived communities.

## Children experiencing disadvantage and vulnerability benefit the most from early childhood education

Access to early childhood education is particularly important for children experiencing vulnerability, or from a disadvantaged background. Children considered vulnerable on even one Australian Early Development Census domain are half as likely to achieve scores in the top two NAPLAN reading bands in Year 3, and even less likely in Year 5 (DE, Education State Early Childhood Reform Plan, 2018). It is important that early childhood initiatives target children who are most at-risk of missing out on the foundational social, emotional and cognitive experience provided by kindergarten.

“A high-quality kindergarten experience is the gateway to a life full of learning”

Education State Early Childhood Reform Plan, DE (2018)

Research indicates that the availability of services is critical to successfully engaging vulnerable and disadvantaged families. Designing an equitable and inclusive system that proactively engages and supports these families ensures all children can access a kindergarten program that suits their needs. This includes:

- using approaches that reach out to families and communities
- ensuring that staff are sensitive to families who have limited awareness of established processes and work with them to facilitate access.

## Central Registration and Enrolment can support improved access and engagement with Victoria’s kindergarten services

The greatest impact of centralised kindergarten registration and enrolment comes from engaging families, carers and their children who would otherwise face barriers to enrolment in kindergarten. It simplifies kindergarten registration and enrolment processes for families and encourages local government to work with community and support services, such as Maternal and Child Health (MCH), to proactively identify and engage children and families who may need more support.

<sup>1</sup> Education State Early Childhood Reform Plan, DE (2018)

The overarching vision for centralised registration and enrolment in Victoria is:

- Families and carers experience a smoother pathway to enrol in and attend kindergarten, by encouraging more local government areas and funded kindergarten programs being part of a CRES.
- Vulnerable and disengaged families are identified early and proactively engaged and enrolled in funded kindergarten programs, by working in collaboration with MCH and other community and support services to work with families during the registration process.
- Kindergarten places are allocated in a transparent, consistent and equitable way, and in line with the Department of Education’s (DE’s) Priority of Access criteria.
- Councils and early years services can better respond to the needs of the community, through the collection of accurate, consistent and timely kindergarten data, to monitor and proactively manage capacity and utilisation of services.
- Administrative burden for kindergarten service providers is minimised, ensuring they can focus on ensuring children arrive at school ready to succeed.

The Central Registration and Enrolment Scheme (CRES) provides one easily accessible way for local families to register for and secure a place for their children in kindergarten, without having to work through the different processes and priorities used by individual service providers. It is a collaborative model that brings together councils, service providers, MCH staff, support services and other stakeholders to support children and their families and carers.

The CRES model has been co-designed by DE, the Municipal Association of Victoria (MAV) and a range of service providers, councils and services supporting children and families. It serves as blueprint for councils and other CRES providers to maximise consistent experiences of kindergarten registration and enrolment across Victoria.

Local government, with the support of DE and other Victorian Government departments, is well-placed to implement initiatives that optimise the uptake of kindergarten in Victoria.

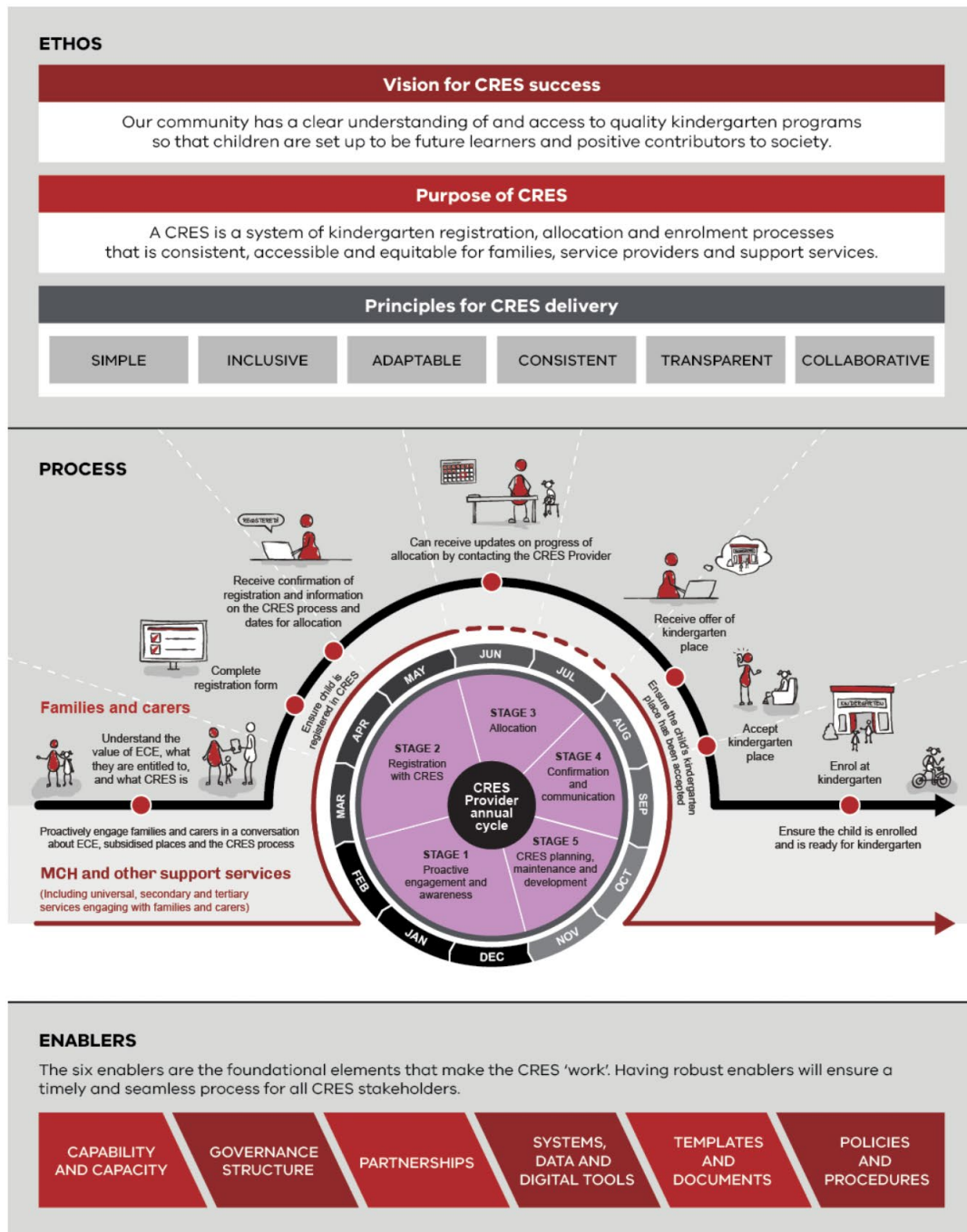
Detailed knowledge of local context and community is essential to provide an effective service, and councils play an important role in the planning, development and provision of early childhood services.

In 2020 more than half of all local councils across Victoria operate a form of central enrolment or central registration scheme. These schemes provide a single point of entry for families, simplifying the kindergarten enrolment process and improving equity of access. The new CRES model builds on, and does not replace, schemes that are already operating in many councils across Victoria.

“Early childhood presents an opportunity to invest early and reap the long-term dividend from this investment, as well as avoiding significant long-term costs to society.”

Education State Early Childhood Reform Plan, DE (2018)

## 2. The CRES model



### 3. The CRES ethos

The CRES ethos guides CRES providers to align their practice with a state-wide vision for central enrolment in Victoria.

#### Vision for CRES success

Our community has a clear understanding of, and access to, quality kindergarten programs, so that children are set up to be future learners and positive contributors to society

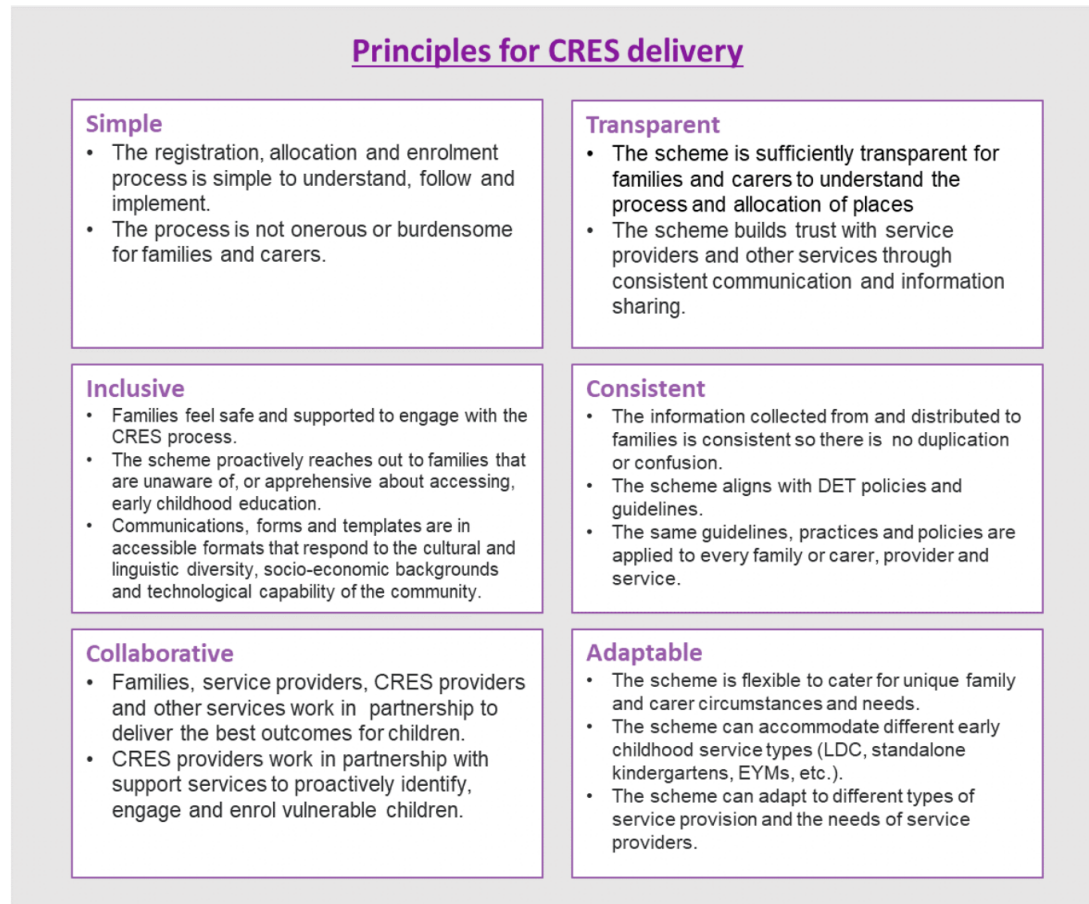
The vision statement describes what a CRES aims to achieve and aligns all schemes across the state. The vision is the central rallying point for all CRES Partners that will be involved in delivering the CRES. Using the vision statement as a tool to unite everyone involved with the CRES will create a foundation for strong relationships and an effective CRES.

#### Purpose of CRES

A CRES is a system of kindergarten registration, allocation and enrolment processes that is consistent, accessible and equitable for families, service providers and support services.

This purpose statement sets a concrete direction that provides the rationale for why the CRES exists and what it does. The purpose statement encompasses who the CRES is for – the CRES builds a network of partners who coordinate to ensure that families and carers have a seamless experience. Keeping this in mind when conducting CRES-related work will set a clear direction and intention. The purpose statement sets the expectation for the CRES, and for you this means that the purpose should be used as the basis for viewing progress and success.

There are six principles for CRES delivery:



The principles serve to guide the establishment and delivery of the CRES across the state. These six pillars will ensure that consistently high-quality schemes are implemented across Victoria's many unique council and community contexts. The principles are the reference points for a best-practice CRES. If you check that your CRES related activities and decisions are aligned to these principles, you can be sure that you are fulfilling the CRES vision and purpose



## 4. The CRES Process

### Stage 1: Proactive engagement and awareness

The objective of this stage is to ensure families and carers are aware of the importance of kindergarten, the CRES and the available assistance to help them engage with the CRES. Specific attention should be paid to ensuring children that are currently disengaged from the service system can engage with the CRES.

Working with CRES Partners in this stage to engage families and carers will result in as many children as possible being registered. Investing effort early will reduce the number of late registrations further down the line and minimise the number of children who get missed.

December to February				
Family experience	Is proactively engaged in initial conversations about ECEC and kindergarten.	Searches for or receives information about ECEC, and how to register and enrol their child in kindergarten.	Talks with MCH nurse and support service staff about kindergarten and the enrolment process.	Receives information that kindergarten registration will open shortly.
CRES Provider	<p>Provides partners who have contact with families and carers with promotional and registration materials including:</p> <ul style="list-style-type: none"> <li>- Promotional materials for families and carers pack</li> <li>- Registration form copies or link to online form</li> <li>- "Information for CRES Partners" pack</li> </ul> <p>(List of organisations to distribute to enclosed in Appendix A)</p> <p>Ensure frontline CRES staff feel confident ensuring a safe and welcoming environment to appropriately support all families and carers (including marginalised and vulnerable families) to register for kindergarten.</p>	<p>Actively works with support services, community leaders, MCH and other CRES partners to promote the upcoming registration cycle and plan how to best engage families and carers across the municipality.</p> <p>Develop and/or update the public-facing CRES policy to ensure it reflects information relevant for the following year.</p> <p>Collates a list of kindergarten-aged children in their LGA for the coming year through referrals from MCH at two-year visit or by support services.</p> <p>Collates notes on which children on the list may be experiencing vulnerability and the service/s working to support them.</p>	<p>Broadcasts information about ECEC and CRES, including through:</p> <ul style="list-style-type: none"> <li>- Council website</li> <li>- Immunisation sessions</li> <li>- Social media</li> <li>- Local papers and newsletters</li> <li>- Public noticeboards including at community hubs and services (e.g. playgrounds, pools, leisure centres and libraries).</li> </ul>	<p>Reminds MCH and support services of CRES deadlines to encourage on-time registrations and provides registration forms and other materials if needed.</p> <p>Contacts families and carers on the list compiled by MCH and support service referrals to encourage on-time registrations.</p> <p>Fields questions from families and carers about CRES.</p>

<b>Service Providers</b>	Receives CRES information for the year from CRES Provider. Communicates with CRES Provider to revise service agreement and provide any necessary information for the following enrolment cycle (such as capacity and session times).	Notifies CRES Provider of vulnerable families currently accessing their service with pre-kindergarten aged children and an action plan to ensure they reach kindergarten.	Provides information about ECEC/CRES to families and carers through: - Promotional materials for families and carers - Teachers and staff acting as advocates during family interactions
<b>MCH Service</b>	Receives CRES information for the year from CRES Provider.	Notifies CRES Provider of vulnerable families they are working with and an action plan to ensure they reach kindergarten.  With the parent’s permission, registers child’s name, guardian name and contact number with the CRES Provider using the referral form at the 2-year Key Age and Stage (KAS) consultation.	Broadcasts information through newsletters and bulletins. Provides information about ECEC/CRES to families and carers at KAS visits.  Reminds families about the CRES enrolment process and provides guidance on how to register children for the next year.  Ensures at 2-year and 3.5-year KAS visits that children are enrolled or attending kindergarten (or ready for enrolment if not attending Three-Year-Old Kindergarten).
<b>Support Services</b>	Receives CRES information for the year from CRES Provider.	Notifies CRES Provider of vulnerable and/or disengaged families they are working with and an action plan to ensure they reach kindergarten.  Registers child’s name, guardian name and contact number with the CRES Provider using the referral form.	Broadcasts information through newsletters, bulletins, websites and community groups. Provides information to families and carers who attend playgroups or use other services, but do not receive direct support.  Provide information about ECEC/CRES to families and carers with children aged two to six.  Reminds families and carers about the CRES enrolment process and provides guidance on how to register children for the next year.
<b>DE</b>			Koorie Engagement Support Officers (KESO) provides information to Aboriginal families and carers on the importance and safety of ECEC for Aboriginal children.
<b>Tools / Templates</b>	<ul style="list-style-type: none"> <li>Appendix A - Promotional material for families and carers template</li> </ul>		

- Appendix B - CRES Information pack for CRES Partners template
- Appendix C - Referral form template
- Appendix D - Registration form template
- Appendix E – Kindergarten session time request template
- Appendix I – Guidance for developing a CRES Policy

## **Activities for success in Stage 1**

### **Build strong relationships with CRES Partners to advocate for the CRES and get information to families and carers**

Service providers, MCH services and support services in your local area are essential advocates for CRES as they have direct connection with the families and carers who must engage with the scheme. This is particularly essential for families and carers experiencing vulnerability or disadvantage. These families and carers are less likely to seek information themselves or have access to typical sources of information about CRES but are more likely to be in regular contact with support services or enhanced MCH.

It is recommended that you actively seek opportunities to interact face-to-face with groups and leaders of CRES Partner organisations (e.g. at monthly staff meetings). Having an identifiable CRES contact person who understands their working context builds trust and leads to productive relationships with CRES partners. Making these visits regular (once every three to four months) will give you an opportunity to refresh partners on the CRES purpose and help educate newer staff (this is important due to the typically high turnover of staff in some support service organisations). For more information about how to develop or build relationships, refer to the **Development Guide**.

### **Clear information and easy-to-use marketing materials make it simple for everyone to get the right information to families and carers**

Spending time tailoring the communications and promotional materials to your LGA and specific audience (e.g. MCH nurses who are time-poor and must convey a lot of information, or families and carers with limited English) will improve their effectiveness. Communications and promotional materials should be translated into common languages other than English in your area, as well as accompanied by listen links for accessibility on your website. Keeping your website up to date ensures that families or carers can quickly and reliably find the information they need. Other ways to ensure active engagement with your messaging could include:

- Working with community representatives to create kindergarten information so that messaging can be culturally and linguistically informed, and available in formats accessible to the communities you want to reach.
- Seek expert or community advice on how to engage specific cohorts, for example by consulting with respected advocacy groups.
- Think about alternatives to online information and forms, on the advice of what will work for key groups in the community (e.g. paper-based translated information, audio or video messages, text messages, communication via certain social media, face-to-face or telephone information with an interpreter).



- When conducting community outreach, think about taking information to communities where they are (e.g. cultural events, supermarkets, shopping centres, social housing estates, playgrounds) and using media sources familiar to that community (e.g. community run radio stations, bulletins, social media).

Send tailored, updated materials to partners each year to ensure they are well-equipped to engage families and carers. Materials should be distributed to as many partner organisations as possible. Casting a wide net in your local community gives you the greatest opportunity to inform families and carers of the benefits of ECEC and the process for enrolling their child in kindergarten. For a detailed list of recommended places to distribute information about CRES, refer to [Appendix A – Promotional material for families and carers template](#).

#### Disengaged families require time, commitment and flexibility

The greatest impact of the CRES comes from engaging families, carers and their children who would otherwise face barriers to enrolment in kindergarten. This can only be achieved through proactive engagement with vulnerable families, carers and communities in your local area. Investment in communicating with vulnerable families and support services working with them is required throughout the CRES annual cycle to support registration.

It is critical to consider the capacity and capability of the CRES staff to foster respectful, non-judgemental and flexible approach with families and carers to ensure the CRES is accessible. It is also important to factor in the time required to establish effective relationship with both families and services that support families and carers to ensure effective engagement throughout the CRES cycle. Not all families and carers will face the same barriers or have the same needs, so CRES staff should be responsive to the specific needs of the families and carers they engage with.

For more information on building CRES staff capability to engage with vulnerable families, refer to the **Development Guide**.

#### **‘No wrong time, no wrong door’**

The CRES Provider should engage in a ‘no wrong time, no wrong door’ policy, meaning that the option to seek information and register a child for kindergarten is available whenever and wherever a family member or carer engages with CRES. This is particularly important for vulnerable families and carers who may need to register their child at any time of year. December through February is the ideal time to focus attention on proactive engagement with families and carers. However, it is essential that CRES and ECEC is promoted to families and carers throughout the year.

#### **Engaging families from culturally and linguistically diverse (CALD) backgrounds**

Outreach and engagement workers and activities can play an important role in engaging families from culturally and linguistically diverse backgrounds, particularly those from newly arrived and refugee backgrounds. These workers can help build trusting relationships and can improve access and support to a range of health, early learning and social services that might be needed. It is recommended that information from MCH services etc. be shared with these workers, to help them better support families. Further information on how to support families from CALD backgrounds, including interpreters and translated materials, see [Section 5 – Additional resources](#).

Collect referral information early

Referral information can be collected with consent from families and carers and given to the CRES Provider using Appendix C – Referral form template. This is usually done by MCH nurses at the child’s two-year KAS consultation or by support services to make the CRES Provider aware of vulnerable children in the LGA. This data helps the CRES provider compile a list of kindergarten-aged children in the LGA to contact for registration at the appropriate time. The referral form collects: the name of the child, name and contact information of the parent or carer, whether an interpreter is required and the details of the referring service staff member.

While referrals will not produce a comprehensive list of kindergarten-aged children in your LGA, it can capture those children who may fall through the cracks due to vulnerability. Referrals should be used in conjunction with promotional material for families and carers.

**CRES templates and documents for Stage 1**

- [Appendix A - Promotional material for families and carers template](#)
- [Appendix B - Information for CRES Partners template](#)
- [Appendix C - Referral form template](#)
- [Appendix D - Registration form template](#)

## Stage 2: Registration with CRES

The objective of this stage is to register all children for allocation to a kindergarten place.

The formal process of registration starts in this stage. Some families may require additional support to complete this step and the CRES Provider must ensure that support can be provided to these families by either the CRES Provider, an MCH nurse, staff from a support service or a trusted friend or community member. Having the right systems, policies and procedures set up will make capturing, storing and distributing registration data easier.

	March to May	
Family experience	Completes a single, accessible and simple registration form.	Receives assistance from support services or MCH to complete the form if necessary.
CRES Provider	Provides the registration form, or link to the form, to families and carers. Supports families and carers to complete the registration form if necessary.  Captures registration data in a standard format.	Fields queries from families and carers, and stakeholders to facilitate registration.  Refers any families who need additional support to a relevant support service, in line with their needs.
Service Providers	Directs families and carers to the online form or provides a hard copy paper. Supports families and carers to complete the registration form if necessary. Encourages families and carers not aware of the CRES system to learn about CRES and register.  Where applicable, ensures that families and carers with children enrolled in Three-Year-Old Kindergarten understand that they need to register for Four-Year-Old Kindergarten.	Fields queries from families and carers to facilitate registration or connect with CRES Provider.  Refers any families who need additional support to a relevant support service, in line with their needs.
MCH Service	MCH nurse supports vulnerable families and carers through registration process or registers on their behalf using existing information sharing protocols. Nurse provides support either through Enhanced MCH visits or additional time requested by families or carers.	
Support Services	Assists vulnerable families or carers in registering or registers on their behalf using existing information sharing protocols.	
Tools / Templates	<ul style="list-style-type: none"> <li>• <a href="#">Appendix D - Registration form template</a></li> <li>• <a href="#">Appendix F – Data transfer template from CRES Provider to service provider</a></li> </ul>	

## Activities for success in Stage 2

### Take registrations only for children who will attend kindergarten in the following year

The CRES provider will only accept registrations for children who will attend a kindergarten program in the following year, unlike some Long day care (LDC) and kindergarten providers that accept enrolments well in advance. This is because opening CRES registrations to families from birth can lead to:

- The impression for families and carers that registration is ‘first-in, first-served’ when, in fact, kindergarten places are allocated based on need (through the DE Priority of Access criteria and potentially local criteria, refer to Stage 3 for more information) and are otherwise randomly assigned for fairness.
- Clogging of the system for families who register at birth but move out of the area by the time their child is of kindergarten age.

Keeping registration open only to children who are about to start kindergarten mitigates these challenges. Depending on systems available, the CRES Provider could set up a reminder database that sends an automated message to families and carers when their child is eligible for registration to capture families and carers who may drop back from MCH services and support services after birth.

Families and carers whose children have attended Three-Year-Old Kindergarten will need to register again for Four-Year-Old Kindergarten. This ensures that kindergarten places can be allocated in response to need. Your CRES may include a local priority criterion which allows children enrolled at a provider for Three-Year-Old Kindergarten to receive priority allocation there for Four-Year-Old Kindergarten (after allocations have been made in line with the DE Priority of Access criteria). This should be determined in consultation with CRES partners while developing your CRES (see **Development Guide** section 3.2.3).

Information to help families and carers decide when their child is ready for kindergarten can be found at [Kindergarten | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/childcare)

### Using the right templates to capture data makes for an efficient process

Registration information that is captured will be passed on to service providers in Stage 4. Maintaining a consistent format to capture and share information will minimise transfer errors and maximise efficiency. A data capture and sharing template is available in [Appendix F – Data transfer template from CRES Provider to service provider](#) to provide consistency across the state.

#### Registration forms in languages other than English and accessible formats

We recommend translating your registration form into all commonly spoken first languages in your LGA and ensuring online registration forms include a ‘listen’ link. You can confirm the commonly spoken first languages in your LGA via ABS Census data at [www.abs.gov.au/census](https://www.abs.gov.au/census).

#### Kinder Tick

The Kinder Tick helps Victorian families find a funded kindergarten program for their children. When families see the Kinder Tick, they can be confident:

- the program will be led by a qualified teacher
- children will benefit from play-based learning
- the kindergarten program is funded and approved by the Victorian Government
- the program complies with government guidelines and the National Quality Framework.

This is the same in both long day care and sessional or “standalone” kindergarten services. Further information, including translated materials, can be found at: <https://www.vic.gov.au/kindertick>

*Know who is supporting families and carers*

The CRES template registration form includes a section to allow families and carers to nominate an additional contact person to be kept up to date on the progress of the child’s registration and enrolment.

Encourage CRES Partners such as Enhanced MCH nurses or support service staff to list their contact details on the registration form if supporting a family or carer to complete it (e.g. listing the details of a case worker for a child known to Child Protection). Alternatively, if you as the CRES Provider staff member are supporting the family or carer to complete registration, encourage them to list a trusted friend, family member or community member who can support them with the CRES process.

**CRES templates and documents for Stage 2**

- [Appendix D - Registration form template](#)
- [Appendix F – Data transfer template from CRES Provider to service providers](#)

### Stage 3: Allocation

The objective of this stage is to equitably allocate kindergarten places, ensure access for vulnerable families and carers, and fill kindergartens as efficiently as possible.

Equitable allocation starts with having the right procedures set up to apply the DE Priority of Access policies. The task of allocating children according to preferences and available places is time consuming, so be prepared to invest some time in this stage each year.

	June to July	
Family experience	Receives confirmation that their registration has been received and a timeline for allocation and enrolment processes.	<b>Late or out-of-cycle registrations:</b> If the family or carer completed the registration form after the closing date, they receive a timeline for second round allocations once the form is completed.
CRES Provider	<p>Allocates children to kindergarten places, working with service providers to ensure that sessions are at appropriate capacity and all children have kindergarten options.</p> <p>Allocates children to kindergarten places based on registered preferences, applying a standardised set of guidelines to prioritise children based on:</p> <ul style="list-style-type: none"> <li>- DE’s Priority of Access criteria</li> <li>- Locally agreed criteria developed at the establishment of the scheme.</li> </ul> <p>Sets aside a number of positions for late registration of priority groups, using historical data to estimate the number required. Uses PPPs where available.</p>	Continues to accept registrations after the closing date and informs families and carers of the process for the second round of allocation.
Service Providers	Identifies children who may be eligible for a second year of funded kindergarten, and flag this with the CRES Provider.	Assists any families or carers who did not register before the closing date to register and informs them of the process for second round allocation.
MCH Service	Receives confirmation of kindergarten places for the families and carers where an MCH nurse was listed as an additional contact person on the registration form.	Assists any families or carers who did not register before the closing date to register and informs them of the process for second round allocation.
Support Services	<p>Receives confirmation of kindergarten places for the families and carers where a support service staff member was listed as an additional contact person on the registration form.</p> <p>Connects with kindergarten to share any relevant information about the child, family or carer to support their transition into kindergarten.</p>	Assists any families or carers who did not register before the closing date to register and informs them of the process for second round allocation.
DE		DE regional staff member supports with the placement of children in a kindergarten service where needed (including if there is an undersupply of kindergarten places in the local area).
Tools / Templates	<ul style="list-style-type: none"> <li>• <a href="#">Appendix G – Draft family and carer communications pack</a></li> </ul>	



### Activities for success in Stage 3

#### Estimate late registration demand for priority applicants and reserve enough places for them

Experience shows that families and who are experiencing disadvantage or require a second year of kindergarten due to developmental delays are more likely to register late. These children are the most likely to benefit from kindergarten. For more information on children who require a second year of kindergarten, visit <https://www.vic.gov.au/starting-kindergarten>.

Using data from previous years of registrations, the CRES provider can predict a rough number of late registrations that will be allocated to children who meet the Priority of Access criteria. Try to reserve places in kindergartens to accommodate that number of children. Where possible, Pre-Purchased Place allocations may be used to reserve a place for eligible children.

#### Apply the DE Priority of Access criteria to equitably allocate places

The DE Priority of Access criteria are the foremost criteria which you must apply to allocate kindergarten places. The most recent and complete description of the DE Priority of Access criteria can be found in the DE Kindergarten Funding Guide.

Children who meet the Priority of Access criteria should be allocated first. Then, if the CRES Provider has additionally defined ‘local criteria’ for prioritising allocations, children who meet these should be allocated to their top available preferences. For more detail on local criteria, see **Development Guide** section 3.2.3.

Children who do not meet the Priority of Access or local criteria should then be randomly selected to be allocated according to their nominated kindergarten / session preferences. For fairness, no priority should be given to families and carers who registered early.

#### **The DE Kindergarten Funding Guide**

The DE Kindergarten Funding Guide provides information about kindergarten funding programs, eligibility criteria and service provider obligations. Reading the guide will help you understand the funding and operational context of service providers in your scheme. The Funding Guide also includes the details of DE Priority of Access criteria. All CRES Provider staff should be familiar with the Funding Guide.

The guide can be found at

[www.education.vic.gov.au/childhood/providers/funding/Pages/kinderfundingcriteria.aspx](http://www.education.vic.gov.au/childhood/providers/funding/Pages/kinderfundingcriteria.aspx)

#### Find an alternative place if you do not have enough places in your CRES

Sometimes it will not be possible to find a kindergarten place within the CRES for all children who have registered. It is important that you support the family or carer to find an alternative place if this occurs. There are a number of ways to do this, depending on your context:

- Contact services in your LGA (such as long day care services) who do not participate in the CRES to find vacancies which may be appropriate for the child
- Contact the CRES Provider or kindergartens in neighbouring LGAs to find vacancies which may be appropriate for the child
- Contact your local DE regional staff member for support to find nearby places.

The CRES should ensure that families and carers feel they only have to register their child in one place, rather than lodging and withdrawing registrations at many locations. Supporting families who cannot be provided a place through CRES to find an alternative is consistent with the aim of helping all children access kindergarten.

The CRES process provides information to support long-term kindergarten capacity planning in LGAs to, over time, decrease the likelihood of this situation. If you think your CRES will receive more registrations in a year than you have places, contact DE or nearby CRES Provider/kindergartens early to consider solutions. Then, in Stage 5, reflect on how to ensure there are enough places in your CRES for future years.

**CRES templates and documents for Stage 3**

- [Appendix G – Draft family and carer communications pack](#)
- **CRES Development Guide** Section 3.2.3 (if considering different allocation methods)



## Stage 4: Confirmation and communication

The objective of this stage is to clearly communicate with families and carers to confirm their child's allocated place, inform service providers of their allocated children and ensure service providers have all necessary information to facilitate a warm welcome to allocated children at kindergarten.

Consistent and transparent communication about their child's allocation will reassure families and carers about the process. You should ensure that families and carers understand the process and timeline for allocation throughout this stage, especially if running multiple rounds of allocation.

	August to September			January
<b>Family experience</b>	<p><b>First round allocations:</b>  Receives confirmation of placement or waitlist status.</p> <p>Families and carers who are on the waitlist can update their preferences or inform the CRES Provider of any changes to their circumstances before the next round of allocations.</p>	<p>Accepts or declines the kindergarten place offered to them. If declined, parent or carer receives a timeline for second round allocations and can update their preferences.</p> <p>If a change of mind occurs after the place has been accepted, the parent or carer calls the CRES Provider to be re-allocated or returned to the wait list.</p>	<p><b>Subsequent round allocations:</b>  Receives confirmation of their child's placement in kindergarten and accepts the offer or is assisted to find an alternative place if none are available.</p> <p>Completes enrolment forms with their kindergarten with help from support services and CRES Provider where necessary.</p>	<p>Attends first day of kindergarten.</p>
<b>CRES Provider</b>	<p>Notifies the family or carer, any nominated additional contacts and any referring support services of the child's placement or waitlist status.</p> <p>Provides a list of allocated children to service providers, including contact details for support services where consent has been given.</p>	<p>Adds any families or carers who have declined their offered position to the list of next round allocations.</p>	<p>Completes subsequent round allocations, including for late registrations and declined places.</p> <p>Notifies the family or carer and any related support services of child's placement in kindergarten in subsequent allocation rounds.</p> <p>Receives an updated list of allocated registrations.</p>	<p>Monitors any "change of mind" to ensure all children are either enrolled in kindergarten or prepared for next year's CRES cycle.</p>
<b>Service Providers</b>	<p>Receives list of allocated children for their kindergarten sessions.</p> <p>Notifies the CRES Provider if a child they are aware of (through</p>	<p>Receives an updated list of allocated registrations.</p>	<p>Speaks with support services who work with the children allocated to their service and confirms any actions that could make the child, family or carer</p>	<p>Follows up with any families or carers of children allocated to their service who do not attend the first day of kindergarten. Assists in attendance or refers family or carer back to the CRES</p>

	siblings or community, or a child requiring a second year of funded kindergarten) should be registered but is not and requests that a space is held in the next allocation round. Supports these families and carers to register.	more comfortable on the first day of kindergarten.  Enrols children through a consistent internal process, including interviews, orientation days and other preparation activities.	Provider.  Informs related support services if children do not attend on the first day of kindergarten.
<b>MCH Service</b>	Receives notifications of place or waitlist status for children who list an MCH nurse as an additional contact.	Confirms that families and carers understand and have the support they need to enrol in and prepare for kindergarten.	Follows up with any families or carers in Enhanced MCH who do not attend on the first day of kindergarten to assist in attendance or refer back to the CRES Provider.
<b>Support Services</b>	Receives notifications of place or waitlist status for children who list support service staff member as an additional contact.	Connects with confirmed kindergarten to share any relevant information about the child, family or carers they support. This might include recommendations to make the child, family and carers feel comfortable on the first day of kindergarten.  Assists families with the transition into kindergarten, including by supporting completion of enrolment forms and attending preparation activities.  Supports any families who have missed enrolment to enter CRES.	Follows up with any families or carers they support who do not attend on the first day of kindergarten to assist in attendance or refer back to the CRES Provider.
<b>Tools / Templates</b>	<ul style="list-style-type: none"> <li>Appendix G – Draft family and carer communications templates pack</li> <li>Appendix F – Data transfer template from CRES Provider to service providers</li> </ul>		

#### Activities for success in Stage 4

Follow up if an offer of a kindergarten place to a vulnerable or disadvantaged child is not accepted

Contacting the family or carer by phone in the first instance can easily resolve any issues as messages can sometimes get buried or missed. You should also contact their nominated alternative support person if this is unsuccessful. If the family or carer has regular contact with a support service, you should ask the support service to help you follow up.

Second and subsequent allocations should include late registrations and be conducted using the same process as the first round

A second round of allocations should be conducted after the period to accept or decline first round offers has closed. If families and carers do not respond to their offer of a place, assume that this is a rejection. If families and carers reject their offer of a place, they will be placed in a second-round allocation pool.

Any registrations that are submitted before you commence second-round allocations should be included in this process.

The second and subsequent-round allocations should be conducted just as the first-round allocations are – Priority of Access criteria are applied first to identify high-priority children, then local criteria are considered, and finally all others are randomly selected to be allocated.

#### Timeline flexibility

The CRES Provider should engage in a ‘no wrong time, no wrong door’ policy, meaning that the option to seek information and register a child for kindergarten is available whenever and however a family member or carer engages with CRES.

While August to September is the ideal time to have all kindergarten places accepted and registration details shared with service providers, some families and carers may not engage with the CRES process on this precise timeline. It is essential that registration, allocation and communication of kindergarten places can be completed ad hoc throughout the year. This is particularly important for vulnerable families and carers who may need to register their child at any time of year.

#### Pre-Purchased Places

Eligible children should be prioritised as per DE’s Priority of Access criteria whenever they register. The use of PPPs ensures that when vulnerable families or carers do register outside of the regular schedule, there are kindergarten places available for their children. PPPs are DE funded kindergarten places which are held for high priority children registering late in the year. When service providers indicate their available places for the year, they should include how many PPPs they have to offer.

*Include support people in all communication*

Families and carers experiencing vulnerability are most likely to experience barriers to accepting a child's place in kindergarten and continuing the registration and enrolment journey. If the family or carer listed an additional contact person on their registration form, ensure that individual is included on all email communication and if the family or carer cannot be contacted, reach out to this support person. The aim of contacting a support person is to keep them informed on the progress of the registration so they can, where necessary, provide further support to the family or carer to accept the kindergarten place and prepare for kindergarten.

**CRES templates and documents for Stage 4**

- [Appendix F – Data transfer template from CRES Provider to service providers](#)
- [Appendix G – Draft family and carer communications templates pack](#)
- [Appendix H - Enrolment form](#)

## Stage 5: CRES planning, maintenance and development

The objective of this stage is to prepare for success in the following year by evaluating and improving the CRES.

The end of the kindergarten year will give you an opportunity to review your CRES’ strengths and how it could improve. A period of reflection and feedback involving CRES Partners will help make the process even better for the upcoming year.

	October to January		
Family experience			
CRES Provider	<p>Evaluates scheme processes and procedures against <b>Self-Assessment Tool</b> and collects feedback from providers and other partners in the scheme. Considers data about kindergarten enrolment and attendance and compares against the profile of the whole LGA.</p> <p>Makes decisions to change or improve the scheme are in collaboration with service providers and other stakeholders.</p>	<p>Plans for and implements scheme improvements or makes plan to implement improvements in the future when timing is appropriate.</p>	<p>Reaches out to providers to re-affirm their commitment to the scheme for next year’s process and recruits providers to join the scheme for the coming kindergarten year where possible.</p> <p>Revises service agreements with service providers to confirm key information for the coming enrolment cycle, including</p> <ul style="list-style-type: none"> <li>- kindergarten sessions and hours</li> <li>- status as a provider of funded kindergarten</li> <li>- any changes to quality of provision.</li> </ul> <p>Updates public-facing CRES policy to reflect changes for next year’s process</p>
Service Providers	Gives feedback to the CRES Provider about the annual process when asked.		
MCH Service	Gives feedback to the CRES Provider about the annual process when asked.		
Support Services	Gives feedback to the CRES Provider about the annual process when asked.		
DE	Upkeeps and version controls the central enrolment materials.		
Tools / Templates	<ul style="list-style-type: none"> <li>• <a href="#">Appendix I: Guidance for developing a CRES Policy</a></li> <li>• <b>Self-Assessment Tool</b></li> <li>• <b>CRES Development Guide</b></li> </ul>		

## Activities for success in stage 5

### Actively seek feedback for improvement among CRES Partners

The perspectives of the CRES Partners are important to consider when looking at how to improve the CRES. Their experience of the CRES and how they support it is fundamental to operating an effective service that reaches the whole community. There are several ways to engage CRES Partners:

- Host focus groups / discussions with a range of CRES Partners to get diverse perspectives on what is working well in the CRES and what might be improved. A group discussion will also help identify how a certain strengths or issues affect multiple groups.
- Contact individuals for one-on-one discussions can help elicit frank, in-depth feedback that will help your CRES improve.

Complete the **Self-Assessment Tool** before engaging in the feedback process with Partners to ensure that you enter these conversations informed about your current CRES and potential improvements. The Tool includes reviewing data to assess how well your CRES is reaching vulnerable children, which should inform discussions with Partners about outreach and support for the following year.

If you are considering making changes to the CRES, ensure that CRES Partners broadly support the change.

### Re-affirm CRES Partner commitments

It is essential that CRES Providers are on-board to continue their role in supporting the CRES for the next year. Initial engagements to get their feedback on the CRES will build trust among partners and highlight any potential barriers for them participating in the CRES for the coming year. If you are looking to grow the scale of your CRES, refer to the *Expand your CRES* chapter in the **Development Guide**.

### Ensure CRES Provider staff are equipped for a successful cycle

CRES Providers should ensure all staff are prepared to meet any challenges in the year ahead. The **Self-Assessment Tool** will help you to improve your CRES delivery. You should also update any relevant organisational documents which sit around your CRES, such as:

- Ensure your CRES has an up-to-date risk management strategy. You should use a template or guide from your organisation to ensure your strategy meets any internal requirements. When updating and improving your CRES at the end of the cycle, review your risk management strategy.
- Ensure all staff involved in CRES delivery understand your organisation’s complaints handling process and how it applies to the CRES. This should include a process for responding to and resolving complaints, clear lines of escalation, and a list of common questions you have received and their answers.

#### CRES templates and documents for Stage 5

- **Self-Assessment Tool**
- **CRES Development Guide** (if making changes to the CRES for the next annual cycle)

## 5. Additional resources

This Practice Guide and associated appendices refer to a number of external sources. New CRES Officers should review these resources to inform themselves about kindergarten in Victoria and the CRES.

- Kindergarten in Victoria: [Types of kindergarten programs | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/types-of-kindergarten-programs)
- Early Start Kindergarten: [Early Start Kindergarten | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/early-start-kindergarten)
- Best Start, Best Life (including Free Kinder): [Give your child the best start | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/give-your-child-the-best-start)
- Kindergarten for Aboriginal children – Koorie Kids Shine: [Kindergarten for Aboriginal children: Koorie Kids Shine | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/kindergarten-for-aboriginal-children)
- Kindergarten for culturally and linguistically diverse children: [Kindergarten for culturally and linguistically diverse children | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/kindergarten-for-culturally-and-linguistically-diverse-children)
- Translated resources: [Three-Year-Old Kindergarten translations | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/three-year-old-kindergarten-translations)
- Interpreter services: [Use an interpreter in early childhood education services | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/use-an-interpreter-in-early-childhood-education-services)
- Kindergarten Funding Guide: [Kindergarten funding guide | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/kindergarten-funding-guide)
- Immunisation requirement information (No Jab No Play): [No jab, no play \(health.vic.gov.au\)](https://health.vic.gov.au/no-jab-no-play)
- Second year of kindergarten: [Second year of funded Four-Year-Old Kindergarten | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/second-year-of-funded-four-year-old-kindergarten)

## 6. For further information

For area-specific information and support, please contact your local Early Childhood Improvement Branch: [Contact an Early Childhood Improvement Branch | Victorian Government \(www.vic.gov.au\)](https://www.vic.gov.au/contact-an-early-childhood-improvement-branch)

Further information on Central Registration and Enrolment, including contact details, can be found at:

- Department of Education - Central Registration and Enrolment  
[www.education.vic.gov.au/about/educationstate/Pages/central-enrolment.aspx](https://www.education.vic.gov.au/about/educationstate/Pages/central-enrolment.aspx)
- Municipal Association of Victoria – Central Enrolment Project  
[www.mav.asn.au/what-we-do/policy-advocacy/social-community/children-youth-family/central-enrolment-project](https://www.mav.asn.au/what-we-do/policy-advocacy/social-community/children-youth-family/central-enrolment-project)

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## Appendix I | Guidance for developing a CRES Policy

A CRES policy articulates and guides a scheme’s delivery and ensures greater consistency, transparency, and accountability in how kindergarten places are allocated. It is a document that is publicly available and accessible to families and other stakeholders.

This CRES policy content document details key information to consider in development of your CRES Policy.

You can adapt this information for your CRES and local community. This may mean considering how the information is presented (e.g. in a document, on a webpage, etc.) or made accessible for different audiences (e.g. key components translated into different languages).

### Key considerations

- Keep the document family-focused. This includes using plain English; stepping through processes so that it is clear for people less familiar with the operations of local government and early childhood services; and being clear where and how families can access support during the process
- Information in the policy document could be generic, with year-specific information (such as registration and enrolment dates) added as an appendix. However, the published CRES policy should be reviewed and current each year
- Ensure information in the policy is consistent with information outlined on the council website and Department of Education (DE) website, if relevant
- DE-produced information, such as the Kindergarten Funding Guide, links to Three- and Four-Year-Old Kindergarten information and other relevant information (No Jab, No Play; etc.) may be useful to link to. See the **CRES Practice Guide** for a list of useful links.

### Key information to be included in document

Section	Details
Document history	
To be included	Version, Date of Adoption, Responsibility, Review Date
Objective and scope	

Section	Details
Key questions to be answered in the policy introduction/overview	<ul style="list-style-type: none"> <li>• What is the purpose of this document/policy?</li> <li>• Why does your council have a CRES and what is it aiming to achieve? e.g. equitable access to kindergarten places etc</li> <li>• What is in the scope of your CRES? This should include which kindergarten services are part of your CRES and therefore included in this policy/CRES</li> <li>• What is out of the scope of your CRES?</li> </ul>

Eligibility	
Who is eligible to attend kindergarten?	<p>This should include reference to both Three- and Four-Year-Old kindergarten eligibility (i.e. three-year-olds are only eligible for one year of funded kindergarten)</p> <p>It must be clear to families when their child will be eligible to attend a kindergarten program</p> <p>Can link to the DE date calculator: <a href="https://www.vic.gov.au/give-your-child-the-best-start">Give your child the best start   Victorian Government (www.vic.gov.au)</a></p>
Registration	
What are the registration timelines?	<p>Be specific about when the registration process opens for both Three and Four-Year-Old Kindergarten, and how families can register (both online if applicable, and hardcopy forms)</p> <p>Step through the allocation process for clarity, for example:</p> <ul style="list-style-type: none"> <li>• Applications received by [date] will be part of first round offers</li> <li>• Families will receive a confirmation of receipt of application via email/phone/mail after submitting (if they don't they should contact [contact details])</li> <li>• First round offers made by [date]</li> <li>• Must accept or decline within [time period]</li> <li>• Remaining vacancies filled by next available applicant</li> <li>• Second round offers made by [date]</li> </ul> <p>The CRES Practice Guide includes best practice for managing the registration cycle, including recommended timelines for the allocation process. Consider alignment with neighbouring LGAs where possible, to make the process easier for families.</p>

Are there any registration fees?	If so, be clear about who does and does not need to pay the fee, and what it is used for. Please note that to be eligible for DE's CRES Administrative Support Grants, fees must be waived for children eligible for Early Start Kindergarten and/or the Kindergarten Fee Subsidy.
How will the CRES provider communicate to families during the process?	Specify mode of communication e.g. email/phone/in person Consider the different needs of families when planning your approach to communication, including information accessibility.
What support is available to families?	This section should outline how families can get support to complete the application process (e.g. interpreters, registration team, etc.)

Allocation	
What is the allocation criteria?	It is important that the CRES Policy clearly outlines or link to DE's <a href="#">Priority of Access criteria</a>
Is there local criteria applied?	After outlining DE's Priority of Access criteria, detail what local criteria may be applied to the allocation of places (where applicable), including any weightings and if evidence is required to be provided by families
Is there a process to appeal the allocation?	Detail the allocation appeal process: how, who, when and timing of resolution
Enrolment	
Does the CRES Provider also enrol the child?	<p>If the enrolment process is not undertaken by the CRES Provider, make it clear that once an offer has been accepted the kindergarten service will be in touch with families to complete an enrolment form/provide enrolment information.</p> <p>Make it clear what roles the council, service and families play in the process, including what registration information is provided to services to reduce administrative burden.</p>

What evidence will a family need to provide to enrol their child?

Even if the CRES Provider does not enrol the child, give families a heads up about the type of evidence they may need to provide during the enrolment process, so that they can have it ready:

- Proof of child’s date of birth
- Immunisation record
- Copy of concession card (if applicable)

Where possible, information provided during the registration process should be pre-filled for the enrolment process. The use of the DE enrolment form by kindergartens may facilitate this process.

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<b>REPORT NO:</b>	9.2
<b>REPORT TITLE:</b>	Customer Experience Program Update
<b>SOURCE:</b>	Georgia Daley, Coordinator Customer Experience
<b>DIVISION:</b>	Customer & Strategy
<b>FILE NO:</b>	TBA
<b>POLICY:</b>	-
<b>STRATEGIC OBJECTIVE:</b>	3.3 Advance organisational high-performance through innovation and partnerships
<b>ATTACHMENTS:</b>	<ol style="list-style-type: none"><li>1. <i>Hume City Council's New Customer Commitments (New)</i></li><li>2. <i>Customer Experience (CX) Program Update (New)</i></li><li>3. <i>Hume City Council's Previous Service First Charter</i></li></ol>

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**1. SUMMARY OF REPORT:**

- 1.1 For the past 15 months, Hume City Council has been focused on improving its customer service in response to customer feedback, including long wait times, poor communication, and a lack of options to engaging with Council to address a query or issue.
- 1.2 A new Customer Commitment (Attachment 1) and enabling 3-year plan (Attachment 2) have been developed to build on the progress achieved to date. This paper seeks Council’s approval of the new Customer Commitments.

**2. RECOMMENDATION:**

That Council:

- 2.1 Approves Council’s new Customer Commitments (Attachment 1), replacing Council’s existing Service First Charter (Attachment 3),
- 2.2 Notes the three-year plan (Attachment 2), which supports the achievement of Councils Customer Commitment.

**3. LEGISLATIVE POWERS:**

Not applicable.

**4. FINANCIAL IMPLICATIONS:**

- 4.1 The outcomes proposed in the three-year plan are in line with existing operational budget.

**5. ENVIRONMENTAL SUSTAINABILITY CONSIDERATIONS:**

Not applicable.

**6. CLIMATE CHANGE ADAPTATION CONSIDERATIONS:**

Not applicable.

**7. CHARTER OF HUMAN RIGHTS APPLICATION:**

Not applicable.

**REPORT NO: 9.2 (cont.)**

**8. COMMUNITY CONSULTATION:**

- 8.1 Aligned with the requirements of the Local Government Act, community consultation on the proposed Customer Commitments has not been undertaken.
- 8.2 Over its duration, the three-year plan incorporates the insights and perspectives of Hume’s customers and wider community, through systematically gathering and analysing feedback gained through Council’s Voice of the Customer Program, as well as other customer feedback opportunities.

**9. DISCUSSION:**

- 9.1 For the past 15 months, Hume City Council has been focused on improving its customer service in response to customer feedback, including long wait times, poor communication, and a lack of options to engaging with Council to address a query or issue.
- 9.2 Initiatives undertaken to date include:
  - 9.2.1 streamlining processes and optimising Customer Experience staffing to reduce call wait times from an average of 2.57 minutes in August 2022 to 1.22 minutes in August 2023,
  - 9.2.2 enhancing communication and expectation management with customers, including launching an online booking service for multilingual customers to speak with a bilingual Customer Service Officer at a time that suits their needs, and
  - 9.2.3 broadening the range of available service channels to engage with council through the introduction of Snap Send Solve.
- 9.3 To continue Council’s pursuit of improving our customers experience, new Customer Commitments (Attachment 1) have been developed.
- 9.4 The new Customer Commitments, previously known as the Council’s Service First Charter (Attachment 3), articulates Hume City Council’s aim of earning the trust of residents, ratepayers, businesses, and visitors through embracing kindness, making it easy to access services, being highly responsive, and ensuring accessibility. The Commitment seeks to provide first contact resolution where possible, and/or to acknowledge all customer’s requests within two business days.
- 9.5 A supporting three-year plan (Attachment 2) has been developed to support the achievement of our Customer Commitments:
  - 9.5.1 Year One - focuses on establishing and aligning the program’s foundation for customer centricity through conducting customer service training and development across the organisation, improving complaints management and refining the Voice of the Customer program.
  - 9.5.2 Year Two - builds on the foundation to expand customer-led practices across service units, through enhancing customer feedback opportunities, expanding the Voice of the Customer program, enhancing self-serve options, and rewarding customer-focused behaviours for council employees.
  - 9.5.3 Year three - aims to sustain the organisation’s customer focus through advancing training, improving service delivery, whilst leveraging improvements.

**REPORT NO: 9.2 (cont.)**

**10. CONCLUSION:**

- 10.1 The new Customer Commitments and supporting three-year plan seeks to improve our customers’ experience across the whole of Council.

**11. ATTACHMENTS**

Attachment 1: Hume City Council's New Customer Commitments (New)

Attachment 2: Customer Experience (CX) Program Update (New)

Attachment 3: Hume City Council's Previous Service First Charter

**REPORT NO: 9.2 (cont.)**

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# Our commitment to you

Hume City Council is committed to providing excellent service to its residents, businesses, rate payers, and visitors. The below describes our responsibilities and our focus on putting the needs of our diverse community at the heart of everything we do.



## Our aspiration

We earn the trust of Hume residents, rate payers, businesses and visitors by being respectful, considerate and committed to our customers and their needs.



## Our service goal

When you contact us, our aim is to provide a response on the spot.  
If we can't do that, we will acknowledge your enquiry within two business days.

## Kind

We promise to:

- Put our customers first
- Provide friendly and helpful service
- Be respectful and courteous
- Listen carefully
- Protect your privacy and personal data.

## Ease

We promise to:

- Connect you with the information you need
- Clearly explain what comes next
- Use your feedback to do better
- Take ownership of your requests
- Explain why we ask you for information.

## Responsive

We promise to:

- Do what we say we will
- Answer phone calls quickly
- Respect your time
- Resolve requests promptly
- Keep you informed of progress.

## Accessible

We promise to:

- Offer help when you need it
- Provide translation and interpreter services
- Help in person, over the phone or online
- Be clear and straightforward in writing
- Offer after-hours service for emergencies.



## Connect with us



9205 2200



contactus@hume.vic.gov.au



www.hume.vic.gov.au



PO Box 119 Dallas Vic 3047



HumeCityCouncil

### HumeLink

Multilingual telephone  
information service

#### Enquiries 9205 2200

للمعلومات باللغة العربية 9679 9815  
 9679 9809  
 Za informacije na bosanskom 9679 9816  
 Za informacije na hrvatskom 9679 9817  
 Για πληροφορίες στα ελληνικά 9679 9818

Per avere informazioni in italiano 9679 9819  
 За информације на српском 9679 9820  
 Para información en español 9679 9821  
 Türkiye bilgi için 9679 9822  
 Muốn biết thông tin tiếng Việt 9679 9823  
 For other languages... 9679 9824



## Visit a Customer Service Centre

### Broadmeadows

1079 Pascoe Vale Road,  
Broadmeadows8am - 5pm  
Monday to Friday

### Craigieburn

75-95 Central Park  
Avenue, Craigieburn8am - 5pm  
Monday to Friday

### Sunbury

44 Macedon Street,  
Sunbury8am - 5pm  
Monday to Friday

### Mickleham

Mickleham North  
Community Centre,  
82-90 St Georges Blvd,  
Mickleham8.30am - 5pm  
Monday and Tuesday

## How to give us feedback

We encourage you to contact us if you have a problem, concern or feedback about our services, actions, decisions and policies.

We aim to do better, every day. We commit to taking action to resolve your problems and concerns as quickly as possible, and learning from these experiences to improve our services.

Please treat our staff as you would like to be treated.

Hume City Council recognises the rich Aboriginal heritage within the municipality and acknowledges the Wurundjeri Woi-wurrung, which includes the existing family members of the Gunung-Willam-Balluk clan, as the Traditional Custodians of this land. Council embraces Aboriginal and Torres Strait Islander living cultures as a vital part of Australia's identity and recognises, celebrates and pays respect to Elders past and present.

We're **better, every day**, we're in it **together**, we show up, all for Hume



# Customer Experience (CX) Action Plan



### Our commitment to you

Hume City Council is committed to providing excellent service to its residents, businesses, rate payers, and visitors. The below describes our responsibilities and our focus on putting the needs of our diverse community at the heart of everything we do.



#### Our aspiration

We earn the trust of Hume residents, rate payers, businesses and visitors by being respectful, considerate and committed to our customers and their needs.



#### Our service goal

When you contact us, our aim is to provide a response on the spot.  
If we can't do that, we will acknowledge your enquiry within two business days.

#### Kind

We promise to:

- Put our customers first
- Provide friendly and helpful service
- Answer your queries courteously
- Listen carefully
- Protect your privacy and personal data

#### Ease

We promise to:

- Connect you with the information you need
- Clearly explain what comes next
- Give you a choice of contact options
- Take ownership of your requests
- Explain why we ask you for information

#### Responsive

We promise to:

- Do what we say we will
- Act on your feedback
- Respect your time
- Resolve requests promptly
- Keep you informed of progress

#### Accessible

We promise to:

- Offer help when you need it
- Provide translation and interpreter services
- Help in person, over the phone or online
- Be clear and straightforward in writing
- Offer after-hours service for emergencies





## At Hume City Council, we believe in earning the trust of residents, ratepayers, businesses, and visitors.

We do so by embracing kindness,  
making it easy to access our  
services, being highly responsive,  
and ensuring accessibility for all.



Hume City Council

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Our Customer Commitments				
Kind	Ease	Responsive	Accessible	
<b>We promise to:</b> <ul style="list-style-type: none"><li>Put our customers first</li><li>Provide friendly and helpful service</li><li>Be respectful and courteous</li><li>Listen carefully</li><li>Protect your privacy and personal data</li></ul>	<b>We promise to:</b> <ul style="list-style-type: none"><li>Connect you with the information you need</li><li>Clearly explain what comes next</li><li>Use your feedback to do better</li><li>Take ownership of your requests</li><li>Explain why we ask you for information</li></ul>	<b>We promise to:</b> <ul style="list-style-type: none"><li>Do what we say we will</li><li>Answer phone calls quickly</li><li>Respect your time</li><li>Resolve requests promptly</li><li>Keep you informed of progress</li></ul>	<b>We promise to:</b> <ul style="list-style-type: none"><li>Offer help when you need it</li><li>Provide translation and interpreter services</li><li>Help in person, over the phone or online</li><li>Be clear and straight forward in writing</li><li>Offer after-hour service for emergencies</li></ul>	
Our Three-Year Plan				
<p>During <b>year one</b>, our focus is <b>establishing the foundation</b> for <b>customer-centricity</b> in alignment with our <b>Customer Commitments</b>. <b>Year two</b> is dedicated to <b>building</b> on this <b>foundation</b>, and in <b>year three</b>, our goal is to <b>optimise and sustain</b> our strategies. Across these years, we'll adopt a <b>test-and-learn</b> approach to foster continuous improvement and customer-centered results.</p>				
<b>Year One: Establish &amp; Align</b> <p>In year one, our focus is establishing a foundation for customer centricity and aligning the organisation and our people to deliver on our Customer Commitments.</p> <p>We will collaborate, learn as we go, and put in place what's needed to make improvements in line with our customers' needs.</p>	<b>Year Two: Deliver &amp; Refine</b> <p>In year two, we will build on our foundations and expand customer-centric practices across our service teams.</p> <p>We do this by listening to feedback, analysing data, prioritising skill development, and encouraging customer-centric behaviours.</p>	<b>Year Three: Optimise &amp; Sustain</b> <p>In year three, we aim to achieve a sustainable customer-centric culture and mature our customer experience to become a leader in customer-centricity.</p> <p>Our focus will be on optimising our existing strategies and maintaining the momentum we have built.</p>		



## Our Three-Year Plan

### Year One

In year one, our focus is establishing a foundation for customer-centricity.

**We will achieve this by focusing on customer reporting, laying the foundation to ensure all improvements align with our customers’ needs, and conducting customer service training and development.**

### Key Actions

- **Review and refine the Voice of Customer program:** measuring customer satisfaction, loyalty and feedback.
- **Deliver customer experience improvements:** based on customer insights, starting with quick wins and moving on to more complex enhancements.
- **Provide customer-focused training:** empowering our front-line people to deliver on our Customer Commitments.
- **Improve complaints management:** implementing initiatives to support an efficient, customer-centric approach.

### Year Two

In year two, we will build on our foundations and expand customer-centric practices across our service teams.

**We will achieve this by increasing online self-serve options, improving customer feedback opportunities, and building customer-centric behaviours.**

### Key Actions

- **Enhance self-service options:** providing greater choice in how services can be accessed.
- **Expand the Voice of Customer program:** gaining deeper insights across customer interactions.
- **Increase customer experience improvements:** based on customer feedback and performance against Service Level Agreements.
- **Expand customer-focused training:** further enabling organisation-wide customer-centricity with all relevant teams and key positions.

### Year Three

In year three, we aim to achieve a sustainable customer-centric culture and mature our customer experience to become a leader in customer-centricity.

**We will achieve this through improving service and program delivery from a customer experience lens, optimising our existing strategies and maintaining the momentum we have built.**

### Key Actions

- **Elevate the Voice of Customer program:** empowering teams to take a proactive role in evaluating their performance.
- **Embed customer experience continuous improvement:** identifying and delivering improvements guided by data and insights.
- **Advance customer-focused training:** concentrating on initiatives to sustain alignment with the Customer Commitments to drive performance.
- **Integrate success measures:** incorporating them into individual and team performance planning, as well as departmental planning processes for ongoing alignment.



We're better, every day, we're in  
it together,  
we show up, all for Hume



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### TRANSFERRING CALLS

A call should only be transferred if the issue cannot be resolved or the necessary information cannot be provided.

When it is necessary to transfer a call:

- Explain to the caller that the transfer may take a moment
- Introduce yourself to your colleague
- Give the caller's name and explain the reason for the transfer
- Pass on the information you've gathered from the caller.

### ENDING A CALL

- Leave a positive last impression.
- Always review the situation and explain the processes and appropriate actions that will follow
- Close with appreciation for the call.

### TAKING MESSAGES

When taking a message on behalf of another employee, record the date, time, name, address, telephone number and subject matter. Confirm the details with the caller, and then forward the message promptly to the responsible officer via email.

### RETURNING MESSAGES

**All messages are to be returned with one working day.**

Please ensure when returning the call that you have any relevant information provided by the Customer as this avoids the Customer having to repeat information they have already provided.

For further information or assistance with telephones and voicemail please contact Customer Service on Extension 200.

### QUICK TIPS

- Greet each Customer with courtesy and respect.
- Attempt to resolve the Customer's issue rather than transferring them to another area.
- Summarise the steps you will take to resolve the Customer's problem.
- Don't make promises about outcomes over which you may have no control.
- Be completely honest with the Customer. Let them know if someone else is more qualified to provide the information or service they need.

### PERSONAL PRESENTATION

**All employees are required to maintain a high standard of personal and professional presentation at all times.**

#### Uniform

If wearing a Council uniform, it must be worn in its entirety at all times. It should fit well and be maintained to a professional standard. Speak with your Manager to arrange replacement uniform items.

#### Nametag

All staff must be identifiable and should wear their Hume nametag at all times. Nametags are available through the Human Resources Department.

#### Service First

### Customer Commitment Statement

Hume City Council



### Customer Commitment Statement



## SERVICE FIRST CUSTOMER COMMITMENT STATEMENT

Council is committed to providing responsive and reliable service to its internal and external Customers. This **Service First Customer Commitment Statement** sets out the service standards that all Council staff are required to meet when dealing with Customers.

Our aim is to continually improve our Customer service.

## OUR COMMITMENT STANDARDS

Our commitments to every Customer are:

### 1. CUSTOMER SERVICE FOCUS

**We will focus on caring for Customers by:**

- Giving Customers our full attention when dealing with their issue
- Taking ownership of their issue
- Providing clear, accurate and complete advice
- Asking if there is anything else they need help with.
- Providing professional and seamless service for our Customers.
- Receiving and effectively handling criticism.
- Developing and applying documented standards to ensure consistency.
- Do everything in our power to deal with an enquiry without transferring the call to another employee.
- We will respect internal support teams.

### 2. RESPONSIVENESS

- Customer requests for service will be actioned within defined service timelines.

**We will:**

- Respond to telephone calls within five rings
- Respond to telephone messages within one working day
- Assist visiting Customers within five minutes
- Respond to correspondence within 10 working days.

## TELEPHONE ETIQUETTE

When answering telephone calls, employees are required to:

- Give a genuine greeting and identify themselves, eg. “Welcome to Hume City Council. This is Amelia. How may I help you?”
- Use the caller’s name, if known, and thank the caller for their enquiry
- Show an understanding of the caller’s situation
- Give the caller your undivided attention
- Wherever possible, avoid transferring the call
- Wherever possible, avoid putting the caller on hold.

## TELEPHONE PROCEDURES

- All departments are responsible for ensuring that adequate staff are available to deal with incoming telephone calls at all times during business hours.
- For Customer Service assistance, in extraordinary situations, please send an email to Customer Service and staff from the Customer Service Department will take messages on your behalf and advise you by email.
- If an employee has left their desk and a telephone rings, other employees working in the area must answer the telephone using the ‘call pick up’ or press the star key (\*) twice to intercept the call.
- Remember, we are all required to meet the Service First commitments to all Customers. If you are passing an area and a telephone is ringing, it is your responsibility to answer that call.
- It is not appropriate to ignore any ringing telephone.

## Service First Customer Commitment Statement

- Make reasonable efforts to supply all our services in a timely manner with priority assistance given to Customers affected by a public safety issue.

- Provide and explain the method of follow-up for Customer requests.

### 3. ACCESS

- Our Customer Service Line (Telephone: 9205 2200) will be available 24 hours a day, seven days a week.
- Customers who speak a language other than English can contact Council via HumeLink, our dedicated multilingual telephone information service.
- We will provide information that is accurate, current and in plain language.
- We will offer a variety of payment methods.
- We will be available for contact by telephone, online, in writing and in person.

### 4. KNOWLEDGE AND ATTITUDE

**We will:**

- Identify ourselves by name when responding to telephone or face to face enquiries.
- Ensure information provided is current and accurate.
- Proactively explain processes and take personal responsibility.
- Act in a manner which is respectful to all Customers.

### 5. FAIR TREATMENT

- We will always endeavour to achieve the best outcome for our Customers.
- If we are unable to meet Customer expectations, we will explain why.
- We will make our Privacy Policy available.

### 6. FEEDBACK

- We will encourage Customer feedback and view it as an opportunity to improve.
- We will measure our performance on a regular basis to continually improve our service.

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<b>REPORT NO:</b>	9.3
<b>REPORT TITLE:</b>	2024/2025 Event Grant Program
<b>SOURCE:</b>	Hazel Finnie, Coordinator Arts, Culture and Events
<b>DIVISION:</b>	City Services & Living
<b>FILE NO:</b>	HCC20/134
<b>POLICY:</b>	POL/303 Grant Giving Policy, POL/174 Sponsorship Policy
<b>STRATEGIC OBJECTIVE:</b>	1.4: Strengthen community connections through local events, festivals and the arts
<b>ATTACHMENTS:</b>	1. <i>Hume Event Grant Program Guidelines 2024-2025</i> 2. <i>Hume Event Grant Program Terms of Reference</i>

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**1. SUMMARY OF REPORT:**

- 1.1** This report outlines the Guidelines and Terms of Reference for the 2024/25 Hume Event Grant Program. The program provides direct support (financial and / or in-kind) to event organisers, helping them to develop and deliver vibrant, inclusive, and engaging events in Hume City.
- 1.2** The 2024/25 Event Grant Program has been developed in consideration of feedback and learnings from the 2023/24 Event Grant Program, as well as the guiding principles of the *Vibrant and Inclusive – Events and Festivals Strategy 2023–2026*.

**2. RECOMMENDATION:**

That Council:

- 2.1** Endorse the 2024/25 Hume Event Grant Program Guidelines (Attachment 1) and Terms of Reference (Attachment 2).
- 2.2** Note the inclusion of an Established Major Events category in the 2024/25 Program, which provides a multi-year partnership opportunity for community event organisers.
- 2.3** Endorse the referral of an additional \$120,000 to Council’s 2024/25 budget to fund the new Established Major Events category.
- 2.4** Notes that the final confirmation of the amount of funding available for 2024/25 Hume Event Grant Program is pending the adoption of the 2024/25 Council budget.
- 2.5** Notes the following application timelines for the 2024/25 Event Grant Program:
- 2.5.1** Community and Neighbourhood Events – Small: open for Round 1 applications from Monday 29 January until Monday 4 March 2024, and Round 2 applications from Monday 27 May until Monday 1 July 2024.
- 2.5.2** Community and Neighbourhood Events – Medium: open for Round 1 applications from Monday 29 January until Monday 4 March 2024, and Round 2 applications from Monday 27 May until Monday 1 July 2024.
- 2.5.3** Major Events (single round): open for applications from Monday 29 January until Monday 4 March 2024.
- 2.5.4** Established Major Events (single round): open for applications from Monday 29 January until Monday 4 March 2024.
- 2.6** Nominates Councillor Bell, Councillor Overend and Councillor Sherry to take part in the Councillor Review Panel.

REPORT NO: 9.3 (cont.)

3. LEGISLATIVE POWERS:

3.1 The provision of an Event Grant Program is aligned to the service performance principles (part 5, Division 1, Section 106) of the Local Government Act, 2020 specifically that:

3.1.1 Services are equitable and responsive to the diverse needs of the community.

3.1.2 Services are accessible and provide good value for money.

4. FINANCIAL IMPLICATIONS:

4.1 The Event Grant Program is funded within Council’s annual operating budget. In the 2023/24 budget \$170,000 was allocated to deliver this program.

4.2 Recognising the resolution of Report 8.6 on 13 November 2023 that Council “*instruct officers to develop either an additional grant category or an alternative events partnership arrangement. With the aim to provide multi-year funding and support agreements to well established, known, volunteer run, community based and operated events*”, the 2024/25 program has included an ‘Established Major Event’ category, addressing this resolution.

4.3 To fund this category, it is recommended that an additional \$120,000 is referred to the 2024/25 budget process.

4.4 This amount would be in addition to the \$170,000 which is already notionally allocated to the program in Council’s annual operating budget.

4.5 It is proposed that, pending the adoption of the 2024/25 budget, the funds would be distributed across the four categories as follows:

Category	Forecast Allocation
Community and Neighbourhood – Small	\$22,000
Community and Neighbourhood – Medium	\$48,000
Major Events	\$100,000
Established Major Events	\$120,000
<b>Total</b>	<b>\$290,000</b>

4.6 It is estimated that this would allow the program to support approximately 24 events to be held in Hume in 2024/25.

4.7 The Event Grant Program also includes the opportunity to provide in-kind support to event organisers. In-kind support can be funded through Council operating budgets and will be outlined in the Council reports recommending program recipients for the 2024/25 year.

5. ENVIRONMENTAL SUSTAINABILITY CONSIDERATIONS:

5.1 The Hume Event Grant Program prioritises applications that demonstrate environmental sustainability considerations in their event planning in line with the sustainable event guideline.

6. CLIMATE CHANGE ADAPTATION CONSIDERATIONS:

6.1 There are no direct implications for climate change adaptation as a result of this report.

7. CHARTER OF HUMAN RIGHTS APPLICATION:

7.1 Under the Victorian Charter of Human Rights and Responsibilities Act 2006 (Vic) Council has a responsibility to ensure all people, including those who may face barriers to participation, are treated fairly and equitably and are supported to seek funds through the program.

7.2 The Hume Event Grant program is aimed at events that align with the Hume Social Justice Charter. Events that do not align with the Charter are not eligible for funding.

REPORT NO: 9.3 (cont.)

Events that are inclusive of all residence within Hume City are prioritised and those that attach disadvantaged groups are also further prioritised.

**8. COMMUNITY CONSULTATION:**

- 8.1** The Event Grant Program review has been informed by the *Vibrant and Inclusive – Events and Festivals Strategy 2023-2026*. The Strategy was developed through community consultation, including with event organisers. This feedback noted that provision of grants is one of the most important ways that Council can support local events.

**9. DISCUSSION:**

**Background**

- 9.1** Hume City Council has a long history of providing funding support to event organisers to deliver events and festivals in Hume. Previously, this was delivered through the Event Sponsorship Program, and more recently through the Event Grant Program 2023/24.
- 9.2** The *Vibrant and Inclusive – Events and Festivals Strategy 2023-2026* was endorsed by Council on 14 August 2023. The Strategy includes principles to guide Council in its approach to supporting events in Hume. These principles are that:
- 9.2.1** Hume City Council will provide an enabling environment that actively encourages commercial and community event organisers to deliver events and festivals in Hume City.
- 9.2.2** Furthermore, Hume City Council will support events that:
- (a) Foster capacity building and contribute to social justice, community health and wellbeing.
  - (b) Encourage the community to connect and participate locally.
  - (c) Promote Hume City’s lifestyle and visitor economy, recognising it as a vibrant place to live and visit.
- 9.2.3** The Strategy includes a commitment to supporting events which recognise local talent, artistic and cultural strengths and which foster and create opportunities for local musicians, performers, food vendors and suppliers to be part of events in Hume.
- 9.2.4** These Guiding Principles and commitments have been incorporated into objectives, eligibility, and assessment criteria for the 2024-2025 Grant Program Guidelines.

**Learnings from 2023/24 and recommended program changes**

- 9.3** There was a range of learnings and feedback from the 2023/24 Event Grant Program. In the preparation of the 2024/25 program, these were themed and sought to be addressed. Learnings included:
- 9.3.1** A significantly higher number of applications were received across both grant rounds (47 received whilst 18-22 were expected, representing a 114% increase). In the same period the program budget increased by \$50,000 (42%). The applicant to available funding ratio resulted in groups receiving significantly less funding than anticipated. This affected the viability of some events applied for under the program and caused significant strain to event organisers.
- 9.3.2** Feedback that:
- (a) the maximum funding amount in the \$15,000 to \$25,000 was insufficient and did not reflect the current costs of running larger scale events.

**REPORT NO: 9.3 (cont.)**

- (b) single year funding did not support operational surety for large scale, established events. This resulted in planning and operational challenges for event organisers, needing to seek and secure funding from Council on an annual basis.
- (c) the same standard of requirements (incl single assessment form for all categories) was applied. This made it more challenging for smaller events / less established event organisers to meet the criteria and therefore be successful in their applications.
- (d) the alignment of funding to the expected number of attendees was too simple. This formula didn’t reflect the complexity and community value that events of all sizes provide.
- (e) the timing of the funding rounds / time period that the applications could be made (6-months at a time) were too short and too restrictive for major / established events, who need earlier surety of funding to support their event planning.

**9.4** Based on these learnings, the following changes are recommended to the 2024/25 program:

Learning / Feedback	Recommended changes to the 2024/25 program
<ul style="list-style-type: none"><li>Significantly higher number of applications were received across both grant rounds.</li></ul>	<ul style="list-style-type: none"><li>Increased funding proposed for the 2024/25 program, enabling more events to be supported.</li></ul>
<ul style="list-style-type: none"><li>The maximum funding amount was insufficient and did not reflect the cost of running larger scale events.</li></ul>	<ul style="list-style-type: none"><li>Revised program categories and increased maximum funding amount for the Established Major Events category.</li></ul>
<ul style="list-style-type: none"><li>Single year funding did not support operational surety for large scale, established events.</li></ul>	<ul style="list-style-type: none"><li>Multi-year funding included in the Established Major Events category.</li></ul>
<ul style="list-style-type: none"><li>The same standard of requirements was applied to all applicants, making it more challenging for smaller events to meet the criteria.</li></ul>	<ul style="list-style-type: none"><li>Established distinct criteria for each category and separate application forms to better reflect different event types.</li></ul>
<ul style="list-style-type: none"><li>The alignment of funding to the expected number of attendees didn’t reflect the complexity and community value that events of all sizes provide.</li></ul>	<ul style="list-style-type: none"><li>Category criteria was amended to better reflect different event types.</li></ul>
<ul style="list-style-type: none"><li>The timing of the funding rounds was too short and too restrictive for major / established events.</li></ul>	<ul style="list-style-type: none"><li>A single funding round has been initiated for Major and Established Major Events categories.</li></ul>

**2024/25 Event Grant Program**

**9.5** The 2024/25 Event Grant Program comprises of the following categories:

**9.5.1 Community and Neighbourhood – Small**

- (a) This category is for events which are planned and staged for a particular interest or purpose, seeking to bring people together in a local or neighbourhood setting.
- (b) This category is open across two rounds and applicants can apply for up to \$2,000 cash and / or in-kind support for local or neighbourhood events attended by up to 1,000 people.

**REPORT NO: 9.3 (cont.)**

**9.5.2 Community and Neighbourhood – Medium**

- (a) This category is for events which are planned and staged for a particular interest or purpose, seeking to bring people together and provide opportunities for them to connect and participate.
- (b) This category is open across two rounds and applicants can apply for up to \$12,000 cash and / or in-kind support for local or neighbourhood events attended by up to 3,000 people.

**9.5.3 Major Events**

- (a) This category is for larger scale events seeking to attract a municipal wide audience.
- (b) Applicants can apply for up to \$20,000 for events attended by more than 3,000 people.
- (c) Recognising the lengthy planning period for Major Events, this category can be applied for in a single round.

**9.5.4 Established Major Events**

- (a) This category is for events that have been on the Hume calendar for at least 5 years, are community led, and can demonstrate strong planning and visitation (i.e., municipal wide audience / attracting visitors to Hume).
- (b) Applicants can apply for up to \$30,000 annually, for up to 3 years for:
  - (i) established events which have successfully been conducted in Hume for at least 5 years.
  - (ii) events which are attended by more than 5,000 people.
  - (iii) To meet the funding criteria for funding in years 2 and 3, applicants must successfully acquit the previous year’s funding, and provide evidence of event outcomes. Subsequent years funding is at the discretion of Council and will include consideration of the success of past events, and planning for future year’s program.
- (c) Recognising the lengthy planning period for Established Major Events, this category can be applied for in a single round.

**Guidelines and Eligibility**

**9.6** The eligibility requirements for the 2024/25 Event Grant Program includes:

- 9.6.1 Groups/organisations based in Hume (may either be incorporated or auspiced).
- 9.6.2 Events being held in the City of Hume and demonstrate a positive benefit to the City of Hume / Hume community.
- 9.6.3 Applicants must have no outstanding grant acquittals / debts owing to Council.

**9.7** Full eligibility and program guidelines can be found in the Hume Event Grant Program Guidelines (Attachment 1).

**Assessment Process**

**9.8** The assessment process is detailed in both the Event Grant Program Guidelines (Attachment 1) and Terms of Reference (Attachment 2).

**9.9** In line with Council’s Grant Giving Policy (2022), the Hume Event Grant Program assessment process will be managed online via the SmartyGrants portal.

REPORT NO: 9.3 (cont.)

- 9.10 A pre-eligibility check will be conducted on all applications prior to progressing to assessment stage.
- 9.11 The Event Grant Program Assessment Panel will include the Coordinator Arts, Culture and Events (Chair), one officer from the Events team and three officers from other Council Departments with an understanding of Hume’s events and festivals communities and/or community needs. This panel will assess eligible applications against the stated criteria in the Event Grant Program Guidelines 2024/25.

Category	Community Connection	Participation and Growth	Capacity and Capability
Community and Neighbourhood Events – Small	40%	40%	20%
Community and Neighbourhood Events – Medium	40%	30%	30%
Major Events	40%	30%	30%
Established Major Events	40%	30%	30%

- 9.12 The Councillor Review Panel will review the process followed by Officers from application through to recommendation stage, ensuring that probity measures have been followed and that evaluations have been completed in accordance with relevant policies and guidelines.
- 9.13 Following this review, a report will be prepared for Council consideration. This report will include a summary of recommended applicants, those not recommended and a request to distribute funding based on highest scored applications relative to available funding.

**Notification of Grant and Conditions**

- 9.14 Following the Council meeting successful applicants will be notified of the outcome of their application in writing and will be required to enter into a funding agreement with Council.
- 9.15 Unsuccessful or ineligible applicants will be provided with the opportunity to discuss their applications with Council Officers. They will also be offered support to develop their proposal for future funding rounds.
- 9.16 All grant recipients will be required to comply with the conditions of their Funding Agreement. The funds must only be used for the purpose described and are to be acquitted at the completion of the agreement period.

**Program Evaluation**

- 9.17 The *Vibrant and Inclusive – Events and Festivals Strategy 2023-2026* includes a commitment to annually review the Events Grant Program to ensure it is prioritising the support of events that celebrate communities, activate neighbourhoods, and build local capacity and resilience.
- 9.18 A review of the 2024/25 Event Grant Program (including guidelines, application process, categories and allocation of funds) will be undertaken to inform the delivery of the 2025/26 program.

**10. CONCLUSION:**

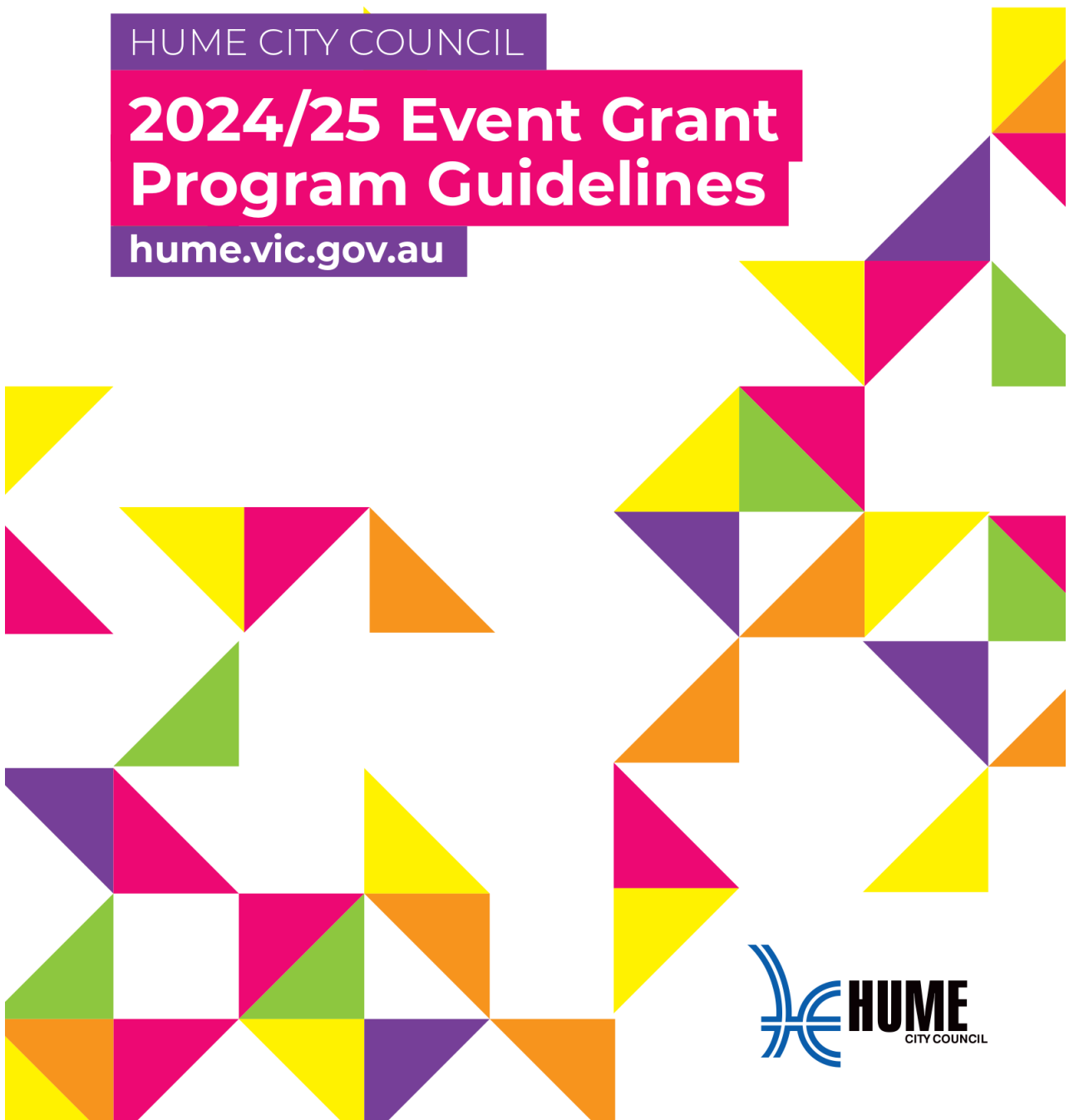
- 10.1 The Hume Event Grant program supports the delivery of vibrant, inclusive, and engaging events in Hume City, helping to achieve the Council vision of strengthening community connections through local events, festivals, and the arts.



HUME CITY COUNCIL

# 2024/25 Event Grant Program Guidelines

[hume.vic.gov.au](https://hume.vic.gov.au)



## Acknowledgement of traditional owners

Hume City Council recognises the rich Aboriginal heritage within the municipality and acknowledges the Wurundjeri Woi Wurrung, which includes the Gunung-Willam-Balluk clan, as the Traditional Custodians of this land. Council embraces Aboriginal and Torres Strait Islander living cultures as a vital part of Australia's identity and recognises, celebrates and pays respect to the existing family members of the Wurundjeri Woi Wurrung and to Elders past, present and future.

## HumeLink

Multilingual telephone  
information service

**Enquiries 9205 2200**

للمعلومات باللغة العربية	9679 9815
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## Print too small?

For a larger print version of this information kit, please contact our Community Grants Officer on 9205 2200 or [communitygrants@hume.vic.gov.au](mailto:communitygrants@hume.vic.gov.au).

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## Events, Festivals and Community Celebrations

### Program Context

Hume City is one of the fastest growing and most culturally diverse communities in Australia. A mix of new and established neighbourhoods, it is home to a vibrant, diverse, and growing community.

Events, festivals, and community celebrations have a key role to play in helping Council achieve its **Community Vision** for a sustainable and thriving community with great health, education, employment, infrastructure, and a strong sense of belonging.

Events raise community spirit, help celebrate Hume's diverse cultures and interests, foster pride in local neighbourhoods, building the identity and lifestyle of what it means to live in Hume. Events create reasons for people to engage in their local community and build the capacity of the community to engage and participate locally.

A strong events calendar ensures that Hume City is a vibrant place to live and visit.

### Program Aims

**Vibrant and Inclusive, Events and Festivals Strategy 2023-2026** commits Council to providing an enabling environment that actively encourages commercial and community event organisers to deliver events and festivals in Hume.

The Event Grant program aims to support local community and event organisers to establish new events and continue to host existing events in Hume. These Hume events will build community capacity, foster resilience, recognise local talent, and the city's artistic and cultural strengths.

The program will create opportunities for local musicians, performers, food vendors and suppliers to participate in events in Hume.

### What is an event?

An event is an organised public gathering that brings people together for a common purpose by some pre-arrangement. It is open to members of the public and is publicly announced or advertised.

### What the program supports

The program supports events that:

- Celebrate communities.
- Activate neighbourhoods.
- Foster capacity building and resilience.
- Encourage the Hume community to connect and participate locally.
- Recognise local talent, and artistic and cultural strengths.
- Create opportunities for musicians, performers, food vendors and suppliers.
- Contribute to social justice, community health and wellbeing.
- Promote Hume City's lifestyle and visitor economy, recognising it as a vibrant place to live and visit.

### Program Categories

There are four program categories:

Category	Attendance	Support Available (cash and/or in-kind)
Community and Neighbourhood Events – Small	Up to 1,000	up to \$2,000
Community and Neighbourhood Events – Medium	Up to 3,000	up to \$12,000
Major Events	3,000+	up to \$20,000
Established Major Events	5000+	up to \$30,000 per year for up to 3 years

## Eligibility Criteria

### Event Eligibility

To be eligible to apply, the event must:

- take place between 1 July 2024 and 30 June 2025.
- be held in Hume City.
- be an organised public gathering that brings people together for a common purpose by some pre-arrangement.
- open to members of the public and is publicly announced or advertised, whether ticketed or not.
- be covered by public liability insurance of \$20 million. (Applicants will be required to provide evidence of public liability insurance prior to the release of any funds).

In addition to this, applicants must undertake to comply with all event planning requirements, including obtaining appropriate event permits as required.

### Eligible Applicants – Community and Neighbourhood Small and Medium, and Major Events Categories

Applicant organisations must meet the following criteria:

- be a community group or organisations based in Hume. They may be incorporated, or auspiced.
- be a business or not for profit organisation based in Hume.
- the community group, organisation or business making the application must be incorporated, or auspiced by another organisation. (See auspicing in Program Definitions).
- be the event organiser with the right to hold and/or re-schedule the event that is the subject of the application.

**Eligible Applicants – Established Major Events**

Applicant organisations must meet the following criteria:

- be an established Major Event which has taken place in Hume Council area for a minimum of 5 years.
- be an event organised by Hume based community groups or organisations. They may be incorporated or auspiced.
- volunteers contribute significantly to the development and delivery of the event.
- be the event organiser with the right to hold and / or re-schedule the event that is the subject of the application.

**Ineligible Applications**

The Event Grant program is unable to support:

- applications made by individuals.
- applicants /applicant organisations with
  - outstanding Post Event Reports from previous funding
  - outstanding debts with Council.
- applications from political organisations or which propose events with a political purpose.
- events that exclude or may offend part of the community.
- proposals to host events or activities that are not located in Hume City.
- applications made by Hume City Council employees.

Applications may be considered ineligible if:

- they are incomplete, including applications which do not include the required documentation.
- the proposal doesn't align with Council's Social Justice Charter and principles of equity, access, engagement and participation, rights, and accessibility for all community groups.
- the event proposals does not align with Council's plans and policies, Safeguarding Children and Young People Policy.
- the event may compromise Council's reputation, image, probity, or ability to fulfil its functions and responsibilities.



### **Funding Restrictions:**

The program is unable to provide funding requests for:

- money to support alcohol licenses, tobacco and gambling related activities
- prize money or awards (such as trophies)
- reimbursement of personal expenses (such as, petrol or utility bills)
- money for fixed or permanent equipment, building maintenance or capital improvement. This funding is specifically for the delivery of events within the Hume community.

This list is not exhaustive, and Council will make the final decision on what is deemed to be ineligible expenditure.

### **Due Diligence Assessments**

Applicants may be subject to a risk assessment which verifies business details lodged with the Australian Business Register, Australian Securities and Investment Commission, Australian Charities and Not-for-profits Commissioner, Consumer Affairs Victoria and/or another applicable regulator.

Any of the following circumstances may be taken into consideration in any decision whether to recommend or award a grant and in contracting with successful applicants.

- the veracity of the information provided in the application
- any adverse findings by a regulator regarding an applicant
- an applicant is placed under external administration
- there is a petition to wind up or deregister the applicant
- the applicant is or becomes deregistered or unregistered (including cancellation or lapse in registration).

Council may, at any time, remove an applicant from the application process, if in Council's opinion, association with the applicant may bring Council in disrepute.



## Program Dates

### Community and Neighbourhood Events – Small and Medium

There are two rounds in this category.

#### Application Dates - Round 1

- Applications open on 29 January 2024 at 9:00am
- Applications close on 4 March 2024 at 4:00pm (late applications will only be accepted in accordance with Council's Grant Giving Policy).
- Events must take place between 1 July 2024 and 30 June 2025.
- Applicants are expected to be notified of the outcome of their application following the Council meeting in May 2024.

#### Application Dates - Round 2

- Applications open on 27 May 2024 at 9:00am
- Applications close on 1 July 2024 at 4:00pm (late applications will only be accepted with Councils Grant Giving Policy).
- Events must take place between 1 October and 30 June 2025.
- Applicants are expected to be notified of the outcome of their application following the Council meeting in September 2024.

#### Category Summary

Category	Attendance	Support Available
Community and Neighbourhood Events – Small	Up to 1,000	up to \$2,000 (cash and/or in-kind)
Community and Neighbourhood Events – Medium	Up to 3,000	Up to \$12,000 (cash and/or in-kind)

### Major Events Category

There is one round in this category.

Application Dates:

- Applications open on 29 January 2024 at 9:00am
- Applications close on 4 March 2024 at 4:00pm (late applications only be accepted with Councils Grant Giving Policy).
- Events must take place between 1 July 2024 and 30 June 2025.
- Applicants are expected to be notified of the outcome of their application following the Council meeting in May 2024.

#### Category Summary

Category	Attendance	Support Available
Major Events	3,000+	up to \$20,000 (cash and/or in-kind)



Established Major Events Category

- Application Dates:
- Applications open on 29 January 2024 at 9:00am
  - Applications close on 4 March 2024 at 4:00pm (late applications only be accepted with Councils Grant Giving Policy).
  - Events must take place between 1 July 2024 and 30 June 2025.
  - Applicants are expected to be notified of the outcome of their application following the Council meeting in May 2024.

Category Summary

Category	Attendance	Support Available
<b>Established Major Events</b> (Events which have taken place in Hume for at least 5 years)	5,000+	up to \$30,000 (cash and/or in-kind)

## Program Categories

### Community and Neighbourhood Events - Small

#### Definition

Community and Neighbourhood Events - Small are events which are:

- planned and staged for a particular interest or purpose, and
- bring people together, usually in a local or neighbourhood setting.
- provide opportunities for people to connect and participate.
- are organised by community groups and organisations.
- expected to be attended by up to 1,000 people.

#### What you can apply for

Applicants can apply for funding, in-kind support, or a mix of both.

#### Funding

Applicants can apply for up to \$2,000 if they meet the eligibility criteria.

#### In-kind support

Applicants can apply for in kind support for:

- Permit fees
- Venue or site hire
- Bin hire

#### Eligibility Criteria

The Community and Neighbourhood Events - Small program is for events which meet the following criteria:

- the event must take place between **1 July 2024** and **30 June 2025**.
- the event must be held in Hume City.
- expected attendance at the event is up to 1,000 people.
- the event must meet the event definition and be: “an organised public gathering that brings people together for a common purpose by some pre-arrangement, open to members of the public, and is publicly announced or advertised”.
- the event must be covered by public liability insurance of \$20 million. (Applicants will be required to provide evidence of public liability insurance prior to the release of any funds).
- applicants must commit to complying with all event planning requirements, including obtaining appropriate event permits as required.

### Application – Key Information

In your application, you will be asked to demonstrate that:

- the event includes and celebrates the local community.
- it will encourage the Hume community to connect and participate locally.
- it fosters capacity building and resilience in your organisation and community.
- it recognises local talent, and/or artistic and cultural strengths.
- it contributes to social justice, community health and wellbeing.
- you are able to plan and deliver this event in a safe and successful manner.

Your application will be assessed on how well your event meets these criteria.



### Assessment Criteria

Assessment	Considerations	Weighting
<b>Community Connection</b>	<p>Provides opportunity for the community to connect and participate locally.</p> <p>Activates local neighbourhoods.</p> <p>Recognises local talent, artistic and cultural strengths.</p> <p>Has community relevance and benefit</p>	40%
<b>Participation and Growth</b>	<p>Fosters capacity building and resilience</p> <p>Contributes to social justice, community health and wellbeing</p> <p>Creates opportunities for musicians, performers to participate</p>	40%
<b>Capacity and Capability</b>	<p>Experience in organising similar events.</p> <p>Demonstrating the event is well planned, and that you understand what is needed to deliver the event.</p> <p>Ability to show the costs and resources needed to deliver the event.</p> <p>Venue identified, and availability tentatively confirmed.</p>	20%



## Community and Neighbourhood Events - Medium

### Definition

Community and Neighbourhood Events- Medium are events which are:

- planned and staged for a particular interest or purpose, and
- bring people together and provide opportunities for them to connect and participate.
- are organised by community groups and organisations.
- expected to be attended between 1,000 and 3,000 people.

### Available Support – Funding / In-Kind Support

Applicants can apply for funding, in-kind support, or a mix of both.

### Funding

Applicants can apply for up to \$12,000 if they meet the eligibility criteria.

### In-kind support

Applicants can apply for in kind support for:

- Permit fees
- Venue or site hire
- Bin hire

### Eligibility Criteria

The Community and Neighbourhood Events – Medium program is for events which meet the following criteria:

- the event must take place between **1 July 2024** and **30 June 2025**.
- the event must be held in Hume City.
- the expected attendance at the event must be between 1,000 and 3,000 people.
- the event must meet the event definition and be: “an organised public gathering that brings people together for a common purpose by some pre-arrangement, is open to members of the public, and is publicly announced or advertised”.
- the event must be covered by public liability insurance of \$20 million. (Applicants will be required to provide evidence of public liability insurance prior to the release of any funds).
- applicants must commit to complying with all event planning requirements, including obtaining appropriate event permits as required.
- Council is not the sole funding source of the event:
  - if you are a community or not-for-profit organisation, you must be able to demonstrate a contribution to holding the event, either through in-kind support, voluntary services, or cash. The value of contribution demonstrated must be half of (50 per cent) of the funding request. For example, if you ask for \$5,000, you must show a contribution of at least \$2,500 (cash or in-kind).
  - If you are a business or commercial organisation, you must be able to demonstrate that you can match (100 per cent) the amount of funding you are requesting in cash. For example, if you ask for \$5,000, you must show a contribution of at least \$5,000 (cash or in-kind).



**Application – Key Information**

In your application, you will be asked to demonstrate that:

- the event includes and celebrates the local community.
- the event will encourage the Hume community to connect and participate locally.
- the event fosters capacity building and resilience in your organisation and community.
- the event contributes to social justice, community health and wellbeing.
- the event recognises local talent, and/or artistic and cultural strengths.
- the event creates opportunities for Hume based musicians, performers, food vendors and suppliers.
- you have experience of delivering this event in a successful and safe manner and are able to provide the documentation to evidence this as part of your application.
- the event is financially viable, and that a considered and realistic budget is provided relative to the event size, and funding request.
- In addition to these, the event may promote Hume City’s lifestyle, and visitor economy, recognising it as a vibrant place to live and visit.

Applications will be assessed on how well they meet these criteria. Expected attendance, community engagement and participation opportunities are factored into determining the level of support provided.

Assessment	Considerations	Weighting
<b>Community Connection</b>	Provides opportunity for the community to connect and participate locally.  Recognises local talent, artistic and cultural strengths.  Has community relevance and benefit.	40%
<b>Participation and Growth</b>	Fosters capacity building and resilience  Contributes to social justice, community health and wellbeing  Creates opportunities for musicians, performers to participate	30%
<b>Capacity and Capability</b>	Experience in organising similar events.  Demonstrating the event is well planned, and that you understand what is needed to deliver the event.  Ability to show what costs and resources are needed to deliver the event.  Realistic budget which includes relevant anticipated expenditure	30%

## Major Events

### Definition

Major Events are event which:

- attract a municipal wide audience
- attended by more than 3,000 people
- can attract visitors to Hume
- planned and staged for a particular interest or purpose, and involve multiple stakeholders
- provide opportunities for community connection and participation.
- can be organised by community groups, not for profit organisations,

### Available Support – Funding / In-Kind Support

Applicants can apply for funding, in-kind support, or a mix of both.

### Funding

Applicants can apply for between \$12,000 and \$20,000

### In-kind support

Applicants can apply for in kind support for:

- Permit fees
- Venue or site hire
- Bin hire

### Eligibility Criteria

The Major Events program is for events which met the following criteria:

- the event must take place between **1 July 2024** and **30 June 2025**.
- the event must be held in Hume City.
- expected attendance at the event is more than 3,000 people.
- the event must meet the event definition and be: “an organised public gathering that brings people together for a common purpose by some pre-arrangement and is open to members of the public and is publicly announced or advertised”.
- the event must be covered by public liability insurance of \$20 million. (Applicants will be required to provide evidence of public liability insurance prior to the release of any funds).
- applicants must provide evidence of event planning capacity, including event, and risk management plans, a project schedule, and a copy of the event budget.
- applicants must provide an event promotion plan showing how attendees will be attracted to the event.
- applicants must commit to complying with all event planning requirements, including obtaining appropriate event permits as required.
- if you are a community or not for profit organisation, you must be able to demonstrate a matching co-contribution to holding the event, either through in-kind support, voluntary services, or cash.
- If you are a business or commercial organisation, you must be able to demonstrate that you can match the amount of funding you are requesting in cash.

**Application – Key Information**

In your application, you will be asked to demonstrate that:

- the event includes and celebrates the local community.
- the event will encourage the Hume community to connect and participate locally.
- the event fosters capacity building and resilience in your organisation and community.
- the event recognises local talent, and/or artistic and cultural strengths.
- the event creates opportunities for Hume based musicians, performers, food vendors and suppliers.
- it contributes to social justice, community health and wellbeing.
- you have experience in planning and delivering this event in a successful and safe manner and are able to provide the documentation to evidence this as part of your application.
- the event is financially viable, and a considered and realistic budget is provided.
- the event promotes Hume City's lifestyle, and visitor economy, recognising it as a vibrant place to live and visit.

Applications will be assessed on how well they meet these criteria. Evidence of planning, expected attendance, community engagement and participation opportunities are factored into determining the level of support provided.

Assessment	Considerations	Weighting
<b>Community Connection</b>	Provides opportunity for the community to connect and participate locally.  Recognises local talent, artistic and cultural strengths.  Has community relevance and benefit.	40%
<b>Participation and Growth</b>	Fosters capacity building and resilience  Contributes to social justice, community health and wellbeing  Creates opportunities for musicians, performers to participate	30%
<b>Capacity and Capability</b>	Experience in organising similar events.  Demonstrating the event is well planned, and that you understand what is needed to deliver the event.  Ability to show what costs and resources are needed to deliver the event.  Realistic budget which includes relevant anticipated expenditure	30%



## Established Major Events

### Definition

Established Major Events are events which:

- have been successfully conducted in Hume for at least 5 years.
- are community led, organised by local groups, or organisations.
- attended by more than 5,000 people.
- attract a municipal wide audience.
- can attract visitors to Hume.
- planned and staged for a particular interest or purpose, and involve multiple stakeholders.
- provide opportunities for community connection and participation

### Available Support – Funding / In-Kind Support

Applicants can apply for funding, in-kind support, or a mix of both.

### Funding

Applicants can apply for up to \$30,000 annually, for up to 3 years.

### In-kind support

Applicants can apply for in kind support for:

- Permit fees
- Venue or site hire
- Bin hire

### Eligibility Criteria

The Major Events program is for events which met the following criteria:

- the event must take place between **1 July 2024 and 30 June 2025**.
- the event must be held in Hume City and have been conducted in Hume City for at least 5 years.
- it must be organised by a community group or organisations based in Hume. They may be incorporated or auspiced.
- volunteers must contribute significantly to the development and delivery of the event.
- expected attendance at the event is more than 5,000 people.
- the event must meet the event definition and be: “an organised public gathering that brings people together for a common purpose by some pre-arrangement and is open to members of the public and is publicly announced or advertised”.
- the event must be covered by public liability insurance of \$20 million. (Applicants will be required to provide evidence of public liability insurance prior to the release of any funds).
- applicants must provide evidence of event planning capacity, including event, and risk management plans, a project schedule, and a copy of the event budget.
- applicants must provide an event promotion plan showing how attendees will be attracted to the event.
- applicants must commit to complying with all event planning requirements, including obtaining appropriate event permits as required.

- applicants must discuss their proposal with a Council officer from the Events and Festivals team prior to making an application.
- if you are a community or not for profit organisation, you must be able to demonstrate a matching co-contribution to holding the event, either through in-kind support, voluntary services, or cash.

A multi-year funding agreement may be entered into between Council and the event organiser. To meet criteria for funding in years 2 and 3, applicants must successfully acquit the previous year's funding, and provide evidence of event outcomes. Subsequent years funding is at the discretion of Council and will consider the success of past events, and evidenced planning for future year's program.

#### Application – Key Information

- the event includes and celebrates the local community.
- volunteers are involved in the planning and the delivery of the event.
- the event will encourage the Hume community to connect and participate locally.
- the event fosters capacity building and resilience in your organisation and community.
- the event recognises local talent, and/or artistic and cultural strengths.
- the event creates opportunities for Hume based musicians, performers, food vendors and suppliers.
- it contributes to social justice, community health and wellbeing.
- you have experience in planning and delivering this event in a successful and safe manner and are able to provide the documentation to evidence this as part of your application.
- the event is financially viable, and a considered and realistic budget is provided.
- the event promotes Hume City's lifestyle, and visitor economy, recognising it as a vibrant place to live and visit. (optional).

Assessment	Considerations	Weighting
<b>Community Connection</b>	Provides opportunity for the community to connect and participate locally. Recognises local talent, artistic and cultural strengths. Has community relevance and benefit.	40%
<b>Participation and Growth</b>	Fosters capacity building and resilience Contributes to social justice, community health and wellbeing Creates opportunities for musicians, performers to participate	30%
<b>Capacity and Capability</b>	Experience in organising similar events. Demonstrating the event is well planned, and that you understand what is needed to deliver the event. Ability to show what costs and resources are needed to deliver the event. Realistic budget which includes relevant anticipated expenditure	30%

## Frequently Asked Questions

### Can I make more than one application to the Event Grant Program in 2024/25?

No. You can only apply for one grant in any category for the financial year.

### Can I apply for other Council Grants?

Applying for an Event Grant does not prevent you from applying for other Council grants (such as, Community Grants or Arts Grants). However, this may be taken into consideration, to ensure fairness across Council's grant opportunities.

### What is auspicing?

You can approach a larger organisation to partner with your community group or organisation to receive funding. The 'auspice organisation' takes responsibility (legal and financial) of the funding on your group's behalf. They will sign your agreement, receive, and distribute the funds under the agreement, ensure events are completed, and submit accountability and evaluation reports on your behalf.

### Why choose an auspice arrangement?

You may consider an auspice arrangement with another organisation if your group or organisation is ineligible to apply for funding (e.g., if your group is not incorporated). You may also wish to take advantage of the infrastructure, skills, and management of an established organisation, especially if your group does not have experience with applying for and managing grants.

### What happens after I apply

Applications are reviewed by an internal assessment panel and a summary of the recommended applicants is reviewed by the Councillor Review Panel. The recommendations are presented to Councillors at a Council Meeting for their endorsement.

### Successful applicants

- Will receive a Letter of Agreement which will include information on Council's terms for releasing the grant.
- You will be asked to complete, sign, and return the Letter of Agreement before the grant funding can be paid or in-kind support actioned.
- Grant funds will be paid by electronic fund transfer.

### Unsuccessful applicants

Will receive a letter explaining the decision. Contact details will be provided so you can speak with an Officer if you wish.

There is no appeals process for the Event Grant Program. Complaints will be handled in accordance with Council's Complaints Policy. If you have concerns about your application, please submit an enquiry or complaint to [events@hume.vic.au](mailto:events@hume.vic.au) or [communitygrants@hume.vic.gov.au](mailto:communitygrants@hume.vic.gov.au).

## Important Information

The Event Grant program is conducted in line with the Grant Giving Policy and the Sponsorship Policy. Event grants are awarded subject to Council budget and demand.

Any attempts to influence Councillors or Council Officers on the outcome of the grant application or process, is prohibited and will render the application ineligible.

If grant recipients fail to meet these conditions at the time of the event, they may be required to return funding support to Council, or their in-kind support may be revoked.

You need to notify Council if there are any changes to your event plan (such as budget, timing, or location). You will need to submit a Variation Request to Council, for approval. If you do not notify Council of the changes, Council will request for the funding to be returned.

Council reserves the right to withdraw support, including the return of funds, if Council policy or the terms of the Letter of Offer are not followed

All events or activities held on private land must comply with relevant requirements. This may include obtaining permits, completing application forms, and providing an event and risk management plan.

### Preparing for your event:

- Keep receipts so you can track how the funding was spent. These will be useful for the Post Event Report.
- For large events, Council support for your event will need to be acknowledged, as outlined in the Funding Agreement.

### After your events:

- Submit a Post Event Report to show how the grant money was used.
- Return remaining funds to Council unless you have been granted prior written consent.

## Assistance, Support - Contact Us

### Information Sessions

Information Sessions will be held during the time the grants are open for application. At these sessions you can hear more about the program and discuss your application with an officer.

### Drop In Sessions

You can drop in to speak to the Events and Festivals officer /Community Grants Officer about your application.

### Contact an Officer

Call and speak with the Events and Festivals Officer or Community Grants Officer if you need help with your application:

Phone: 9205 2200

Email: [events@hume.vic.gov.au](mailto:events@hume.vic.gov.au) or [communitygrants@hume.vic.gov.au](mailto:communitygrants@hume.vic.gov.au)

## Definitions

Term	Definition
<b>Auspice/Auspecting</b>	Where one organisation agrees to apply for and manage a grant, on behalf of another organisation. See Frequently Asked Questions section for more information.
<b>Auspecting organisation</b>	Agrees to distribute and manage the grant, on behalf of another (usually smaller, and unincorporated) group.
<b>Event</b>	An event is an organised public gathering that brings people together for a common purpose by some pre-arrangement. It is open to members of the public and is publicly announced or advertised.
<b>Funding Agreement</b>	Sets out Council's terms for releasing grant funding. This needs to be signed by both Council and the funding recipient before funding can be released.
<b>In-kind support (Council offering)</b>	Waiving or reducing Council fees. These include permit fees, Council venue or site hire and bin hire.
<b>In-kind (third parties)</b>	Support offered by individuals or businesses to support an event (such as, volunteering, or waiving venue or equipment hire costs).
<b>Incorporated</b>	An incorporated business is its own legal entity. Incorporated businesses, will have been issued with a Certificate of Incorporation, issued by the Australian Securities & Investments Commission.
<b>Letter of Offer</b>	States your applicant has been successful and confirm the financial, and/or in-kind support granted.
<b>Political organisations</b>	A political organisation is any organisation that involves itself in the political process, including political parties, non-governmental organisations, and special interest advocacy groups.

### Connect with us

Customer Service Centres are open  
from 8am to 5pm Monday to Friday:

**Broadmeadows (Council Offices)**

1079 Pascoe Vale Road

**Craigieburn**

75–95 Central Park Avenue

**Sunbury**

40 Macedon Street



**PO Box 119, Dallas VIC 3047**



**9205 2200**



**contactus@hume.vic.gov.au**



**hume.vic.gov.au**



Stay informed:



**HumeCityCouncil**



## Hume Event Grant Program Assessment Panels

### TERMS OF REFERENCE

<b>Governance Context</b>	<ul style="list-style-type: none"> <li>• The Event Grant Assessment Panel operates in accordance with Council's Grant Giving Policy.</li> <li>• Council delegates responsibility for assessing applications submitted under the Event Grant Program to the Event Grant Assessment Panel.</li> <li>• This document outlines the operation and scope of the Officer Assessment Panel and the Councillor Review Panel.               <ul style="list-style-type: none"> <li>○ The Assessment Panel comprises of Council Officers.</li> <li>○ The Review panel comprises nominated Councillors.</li> </ul> </li> <li>• This document outlines the operation and scope of each panel.</li> </ul>
<b>Goal</b>	<ul style="list-style-type: none"> <li>• To assess and award funds to applicants based on merit, and without prejudice, ensuring Hume City Council's grants distribution is equitable, efficient, and transparent.</li> </ul>
<b>Membership Terms</b>	<ul style="list-style-type: none"> <li>• The panels are 12 months in duration.</li> <li>• Members of the Councillor Review Panel are nominated by Council at an Ordinary Meeting when the Guidelines are adopted.</li> <li>• All panel members must complete Fraud, Corruption and Conflict of Interest training prior to commencing the assessment process.</li> <li>• Members must adhere to the Conflict of Interest Policy, maintaining confidentiality and declaring any potential conflicts during the assessment process.</li> <li>• All listed members of assessment panels are required to score applications. Non scoring secretariat roles sit outside membership of the panel.</li> </ul>
<b>Reference Documents</b>	<ul style="list-style-type: none"> <li>• Council's Grant Giving Policy.</li> <li>• Conflict of Interest Policy.</li> <li>• Councils Sponsorship Policy.</li> <li>• Events Grant Program Application Guidelines 2024-2025.</li> <li>• SmartyGrants User Guide.</li> </ul>
<b>Secretariat</b>	<ul style="list-style-type: none"> <li>• Community Health and Wellbeing – Community Grants Officer will provide administrative support (unless otherwise specified).</li> </ul>

**REPORTS – OFFICERS’ REPORTS****18 DECEMBER 2023**

Attachment 2 - Hume Event Grant Program Terms of Reference

**COUNCIL MEETING**

Name	Officer Assessment Panel
<b>1. Scope</b>	Assessment of Hume Event Grant applications (all categories)
<b>2. Membership and chairperson</b>	<ul style="list-style-type: none"> <li>• Coordinator Arts, Culture and Events (Chair).</li> <li>• One officer from the Events and Festivals team.</li> <li>• Three officers from other teams / departments with knowledge of Hume’s Events and Festivals communities and/or community needs</li> <li>• At least the Chair and two other Officers must be present at a meeting to constitute a quorum.</li> </ul>
<b>3. Role of Members</b>	<ul style="list-style-type: none"> <li>• Panel members (inc. Chair) will be assigned applications to assess within SmartyGrants and score independently.</li> <li>• Panel members will meet to discuss and agree on recommendations regarding the distribution of funds.</li> <li>• The panel will recommend successful applications to Council.</li> </ul>
<b>4. Conflict of Interest / Alternative Members</b>	<ul style="list-style-type: none"> <li>• In the event of a conflict of interest;               <ul style="list-style-type: none"> <li>• Conflict will be recorded as per Staff Conflict of Interest Policy.</li> <li>• The Officer will be removed from the panel and replaced with a member who does not have a conflict.</li> </ul> </li> <li>• If the Panel is unable to source a non-conflicted Officer, the Panel will continue the assessment process as long as a quorum can be reached.</li> <li>• If the Chair has a conflict, the Coordinator Events and Festivals will replace the Coordinator Arts, Culture and Events as Chair.</li> </ul>
<b>5. Meeting frequency, location and duration</b>	<ul style="list-style-type: none"> <li>• The panel meets twice per annum (coinciding with Round 1 / Round 2 application assessments).</li> <li>• Initial assessment by panel members will be undertaken independently via SmartyGrants.</li> <li>• For each round, the panel meets at least once (this may be separated into sessions depending on number of applications received).</li> <li>• Each session should be 2 hours maximum – multiple sessions to be scheduled as needed.</li> <li>• Meetings may be held in-person or remotely.</li> </ul>
<b>6. Accountability</b>	<ul style="list-style-type: none"> <li>• The panel is accountable for providing recommendations to Council regarding the distribution of funds.</li> </ul>
<b>7. Assessment processes</b>	<ul style="list-style-type: none"> <li>• Applications will be considered against the assessment criteria and issued a score via SmartyGrants.</li> <li>• An average of scores will be compiled and provided to the entire panel.</li> <li>• Panel members will meet to review scores and discuss before deciding the applications to be recommended for funding.</li> <li>• If assessors’ scores differ by more than 30 points, assessors must discuss the application to agree on a final recommendation.</li> <li>• Should the total of eligible grants requested exceed the total available funds, the panel must agree on final funding recommendations.</li> </ul>



<b>8. Reporting requirements</b>	<ul style="list-style-type: none"><li>• At the conclusion of assessment, officers will produce a Council Report including a summary of the assessment, scores, recommended allocation, and unsuccessful applications.</li></ul>
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**REPORTS – OFFICERS’ REPORTS****18 DECEMBER 2023**

Attachment 2 - Hume Event Grant Program Terms of Reference

**COUNCIL MEETING**

Name	Councillor Review Panel
<b>1. Scope</b>	Consider recommendations from Officer Assessment Panel for the Event Grant Program (all rounds / all categories).
<b>2. Membership and chairperson</b>	<ul style="list-style-type: none"> <li>• Manager City Life (Chair)</li> <li>• Three nominated Councillors (preferably representing one of each Hume City Wards; Aitken, Jackson’s Creek, and Meadow Valley).</li> <li>• Coordinator Arts and Culture and Events, or Officer Panel Chair (advisory capacity only).</li> <li>• At least two Councillors and the Chair must be present to constitute a quorum.</li> </ul>
<b>3. Role of Members</b>	<ul style="list-style-type: none"> <li>• Review probity of process across the program.</li> <li>• Consider Officer Assessment Panels’ recommendations.</li> </ul>
<b>4. Conflict of Interest / Alternative Members</b>	<ul style="list-style-type: none"> <li>• In the event of a conflict of interest: <ul style="list-style-type: none"> <li>• The Mayor would replace a Councillor on the panel.</li> <li>• If the Mayor also has a conflict or is unavailable the Panel will meet as long as a quorum can be reached.</li> <li>• If the Manager City Life has a conflict, the Manager Community Health and Wellbeing would replace the Manager City Life as the Chair.</li> </ul> </li> </ul>
<b>5. Meeting frequency, location and duration</b>	<ul style="list-style-type: none"> <li>• Panel meets twice per annum (coinciding with Round 1 / Round 2 application assessments).</li> <li>• Meetings may be held in-person or virtually.</li> <li>• Email comments / confirmation of review may be used in lieu of a meeting.</li> </ul>
<b>6. Accountability</b>	<ul style="list-style-type: none"> <li>• Accountable to review recommendations and the probity of process across the program.</li> <li>• Funding recommendations will be considered and endorsed at an Ordinary Meeting of Council.</li> </ul>
<b>7. Review considerations</b>	<ul style="list-style-type: none"> <li>• Review probity of assessment process.</li> <li>• Review equitability of distribution.</li> </ul>
<b>8. Reporting requirements</b>	<ul style="list-style-type: none"> <li>• On the basis of the Panel’s completed review, the Coordinator Arts, Culture and Events (or Officer Panel Chair) will prepare a Council Report including a summary of recommended applications, those not recommended, and a request to distribute funds.</li> <li>• This Report will be considered at an Ordinary Meeting of Council.</li> </ul>

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REPORT NO:	9.4
REPORT TITLE:	Correspondence received from or sent to Government Ministers or Members of Parliament - November 2023
SOURCE:	Brendan Clifford, Chief Information Officer Paul White, Coordinator Knowledge Management
DIVISION:	Customer & Strategy
FILE NO:	HCC04/13
POLICY:	-
STRATEGIC OBJECTIVE:	3.2: Deliver responsible and transparent governance, services and sustainable assets that respond to community needs
ATTACHMENTS:	<ol style="list-style-type: none"><li>1. <i>Level Crossing Removal Project</i></li><li>2. <i>Congratulations on Election of Naim Kurt as Mayor of Hume City Council</i></li><li>3. <i>Thank You for your work as Mayor for 2023</i></li><li>4. <i>Thank You for your work as Mayor for 2023</i></li><li>5. <i>Congratulations on recent election as Mayor</i></li><li>6. <i>Congratulations on recent election as Mayor</i></li><li>7. <i>Creative Neighbourhood Infrastructure Support Program</i></li><li>8. <i>Restoring Community War Memorials and Avenues of Honour Grant Program 2024</i></li></ol>

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**1. SUMMARY OF REPORT:**

This report presents a summary of correspondence relating to Council resolutions or correspondence that is considered to be of interest to Councillors received from or sent to State and Federal Government Ministers and Members of Parliament.

**2. RECOMMENDATION:**

**That Council notes this report on correspondence received from or sent to Government Ministers or Members of Parliament.**

**3. DISCUSSION:**

There is a range of correspondence sent to or received from State and Federal Government Ministers and Members of Parliament during the normal course of Council’s operations.

This report contains correspondence of this nature registered in Council’s record keeping system during November 2023:

Table 1 Correspondence in relation to notices of motion items from Council meetings.

Table 2 Correspondence that may be of interest to Councillors.

Table 3 Correspondence in relation to grant / funding opportunities from State and Commonwealth government.

Copies of the documents are provided as attachments to this report.

**REPORT NO: 9.4 (cont.)**

**Table 1 - Correspondence in relation to Council Notices of Motion Items**

<b>Direction</b>	<b>Subject</b>	<b>Minister or Member of Parliament</b>	<b>Date received / sent</b>	<b>Responsible officer</b>	<b>Council Minute ref</b>	<b>Attachment</b>

**Table 2 – General correspondence that may be of interest to Councillors**

<b>Direction</b>	<b>Subject</b>	<b>Minister or Member of Parliament</b>	<b>Date received / sent</b>	<b>Responsible officer</b>	<b>Council Minute ref</b>	<b>Attachment</b>
Inwards	Old Calder Highway and Watsons Road, Diggers Rest Level Crossing Removal Project Designation of the project area under the Major Transport Projects Facilitation Act 2009 - Copy of order for approved designated project area	Minister for Public Transport	9/11/2023	Manager Assets		<b>1</b>
Inwards	Congratulations on Election of Naim Kurt as Mayor of Hume City Council	Member for Sunbury	14/11/2023	Civic Events Officer		<b>2</b>
Inwards	Thank You for your work as Mayor for 2023 - Josh Bull	Member for Sunbury	14/11/2023	Civic Events Officer		<b>3</b>
Inwards	Thank You for your work as Mayor for 2023	Member for Greenvale	21/11/2023	Civic Events Officer		<b>4</b>
Inwards	Congratulations on recent election as Mayor	Member for Greenvale	21/11/2023	Civic Events Officer		<b>5</b>
Inwards	Congratulations on recent election as Mayor	Senator Raff Ciccone	21/11/2023	Civic Events Officer		<b>6</b>

**REPORT NO: 9.4 (cont.)**

<b>Table 3 – Correspondence in relation to grant / funding opportunities</b>						
<b>Direction</b>	<b>Subject</b>	<b>Minister or Member of Parliament</b>	<b>Date received / sent</b>	<b>Responsible officer</b>	<b>Council Minute ref</b>	<b>Attachment</b>
Inwards	Creative Neighbourhood Infrastructure Support Program - Applications will be open from 3 November 2023 until 16 February 2024	Minister for Creative Industries	3/11/2023	Grants Coordinator		7
Inwards	Restoring Community War Memorials and Avenues of Honour Grant Program - Applications will be open from 20 November 2023 until 12 February 2024	Member for Greenvale	22/11/2023	Civic Events Officer	HCC-CM23/575	8

**REPORT NO: 9.4 (cont.)**

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The Hon Sonya Kilkenny MP

Minister for Planning  
Minister for the Suburbs

Ref: BMIN-1-23-4339

Cr Joseph Haweil  
Mayor  
Hume City Council  
PO Box 119  
DALLAS VIC 3047

Dear Mayor

**OLD CALDER HIGHWAY AND WATSONS ROAD, DIGGERS REST LEVEL CROSSING  
REMOVAL PROJECT DESIGNATION OF THE PROJECT AREA UNDER THE MAJOR  
TRANSPORT PROJECTS FACILITATION ACT 2009**

The Level Crossing Removal Project has requested that I designate the area of land for the Old Calder Highway and Watsons Road, Diggers Rest Level Crossing Removal Project pursuant to section 95(2)(a) of the *Major Transport Projects Facilitation Act 2009*.

I am pleased to advise that I have approved the designation of the project area. A copy of the order is enclosed for your information.

The designation of the project comes into effect on the day the order is published in the *Victoria Government Gazette*.

For further information, please contact Mr. Gareth Wilson, Manager Transport Projects, State Project Facilitation, Department of Transport and Planning on 03 8508 0961 or [gareth.wilson@delwp.vic.gov.au](mailto:gareth.wilson@delwp.vic.gov.au).

Yours sincerely

The Hon Sonya Kilkenny MP  
Minister for Planning

Date: 16/11/23

Enc Signed Order



**Major Transport Projects Facilitation Act 2009**

(Section 95(2)(a))

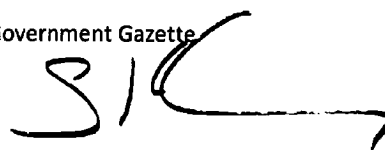
**DESIGNATION OF THE PROJECT AREA FOR A DECLARED PROJECT**

**Old Calder Highway and Watsons Road, Diggers Rest Level Crossing Removal Project**

I, Sonya Kilkenny, Minister for Planning, pursuant to section 95(2)(a) of the **Major Transport Projects Facilitation Act 2009** (the Act), designate the area of land shown on the plans referenced LXP./23-001 Sheets 1 to 11 (inclusive) and as generally indicated on the map in the Schedule, for the Old Calder Highway and Watsons Road, Diggers Rest Level Crossing Removal Project declared by the Premier to be a declared project pursuant to section 10(1)(b) of the Act and published in the Government Gazette on 9 March 2023.

This order comes into effect from the date it is published in the Government Gazette

Dated **6/11/23**



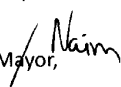
**HON. SONYA KILKENNY MP**  
Minister for Planning





9<sup>th</sup> November 2023

Mayor, Cr. Naim Kurt

Dear Mayor, 

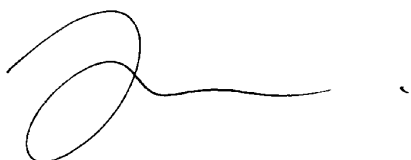
I would like to take this opportunity to congratulate you on your recent election as Mayor of Hume City Council.

My relationship with Hume City Council over my tenure as Sunbury electorate's State Member of Parliament has shown me what a hardworking and dedicated team we have here in Hume.

I very much look forward to continuing my great relationships with yourself and Hume City Council on the several significant projects on which we are currently partnering, and developing exciting new plans for the future of the Hume district.

Congratulations again, and thank you for all you have already contributed to our area. I look forward to the continued dedication and hard work you are most certain to deliver in this new position.

Kindest regards,



Josh Bull MP  
Member for Sunbury  
Parliamentary Secretary for Transport  
Parliamentary Secretary for Level Crossing Removals

**Gets it done.**

 Suite 4, Sunbury Corporate Centre, 33-35 Macedon St, Sunbury VIC 3429  
 9740 4091  [josh.bull@parliament.vic.gov.au](mailto:josh.bull@parliament.vic.gov.au)  
 JoshBullMP  @josh4sunbury  [joshbull.com.au](http://joshbull.com.au)

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November 2023

Cr Joseph Haweil  
Hume City Council  
PO Box 119  
Dallas Vic 3047  
Via Email: [JosephH@hume.vic.gov.au](mailto:JosephH@hume.vic.gov.au)

Dear Joseph,

I'd like to take this opportunity to thank you for all your hard work as Mayor of Hume City Council for 2023.

I saw firsthand the work you put into your term as Mayor, and I am very proud of the progress that has been made on a range of projects in Sunbury as a result of the strong partnership between Hume City Council and the Andrews/Allan Labor Governments.

My relationship with Hume City Council over my tenure as State Member for Sunbury has shown me what a hardworking and dedicated team we have here in Hume, and I am very grateful you were part of it.

I wish you all the very best and look forward to continuing our strong working relationship.

Yours sincerely,

**Josh Bull MP**  
**State Member for Sunbury**  
**Parliamentary Secretary for Level Crossing Removals**  
**Parliamentary Secretary for Transport**

***Gets it done.***

📍 Suite 4, Sunbury Corporate Centre, 33-35 Macedon St, Sunbury VIC 3429  
☎ 9740 4091 📧 [josh.bull@parliament.vic.gov.au](mailto:josh.bull@parliament.vic.gov.au)  
📘 JoshBullMP 📱 @josh4sunbury 🌐 [joshbull.com.au](http://joshbull.com.au)

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**Iwan Walters MP**  
MEMBER FOR GREENVALE



Cr. Joseph Haweil

Councillor, Hume City Council  
PO Box 119  
DALLAS VIC 3047

Tuesday 21 November 2023

Dear Councillor Haweil,

*Joseph*

I write like to extend my gratitude and thanks for your term as Mayor for Hume City Council and everything that was accomplished throughout the year on behalf of communities across the municipality, including those in the electorate of Greenvale.

It has been a pleasure to work with you and collaborate constructively on important projects that have improved the amenity of the communities we represent and residents' quality of life.

From the establishment of new kindergartens, to generational recreational facilities like the Greenvale Indoor Cricket facility and the Lakeside Reserve changing rooms in Roxburgh Park, as well as your consistent advocacy for issues such as improved roadside maintenance and commitment to tackling the scourge of illegal dumping, I am deeply grateful for your dedication to delivering positive outcomes for our community.

I look forward to continuing to work with you to carry on delivering improved services, infrastructure, and better outcomes overall on behalf of the residents and communities we serve.

All the best,

Iwan

**Iwan Walters MP**

Member for Greenvale

Parliamentary Secretary for Disability

OFFICE: G42 Annexe, Parliament of Victoria, Spring St, East Melbourne VIC 3002



(03) 9651 8208



IwanWaltersMP



[iwan.walters@parliament.vic.gov.au](mailto:iwan.walters@parliament.vic.gov.au)



[iwan.walters@parliament.vic.gov.au](http://iwan.walters@parliament.vic.gov.au)

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**Iwan Walters MP**  
**MEMBER FOR GREENVALE**



**Cr. Naim Kurt**

Mayor, Hume City Council  
PO Box 119  
DALLAS VIC 3047

Tuesday 21 November 2023

Dear Naim,

I extend my congratulations on your recent election as Mayor of Hume City Council.

Thank you for your ongoing commitment to the communities that comprise the Hume municipality, including those which I represent as Member for Greenvale.

I look forward to working constructively with you in your capacity as Mayor, as well as other Councillors and Council's officers, to continue delivering improved services, upgraded infrastructure and better outcomes on behalf of the residents and communities we serve.

Once again, congratulations and I wish you success as you undertake your new role as Mayor.

All the best,

A handwritten signature in black ink, appearing to read "Iwan Walters".

Iwan

**Iwan Walters MP**

Member for Greenvale  
Parliamentary Secretary for Disability

OFFICE: G42 Annexe, Parliament of Victoria, Spring St, East Melbourne VIC 3002

(03) 9651 8208 IwanWaltersMP  
 iwan.walters@parliament.vic.gov.au iwan.walters@parliament.vic.gov.au

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**SENATOR RAFF CICCONE**

DEPUTY GOVERNMENT WHIP IN THE SENATE  
FEDERAL LABOR SENATOR FOR VICTORIA

Councillor Naim Kurt  
Mayor of Hume City Council  
PO Box 119  
DALLAS VIC 3047

*Via email:*

Dear Mayor

I write to congratulate you on your recent election as Mayor of Hume City Council.

Having known you since your election in 2016 as Hume’s youngest councillor, I know you are dedicated to delivering for communities in Melbourne’s north.

I am sure this dedication will lead the Council to success throughout your term as Mayor.

I welcomed the opportunity to meet with you in Canberra shortly after your election and I know you will continue to be a strong advocate for Hume — one of Australia’s fastest-growing and culturally-diverse communities.

The Albanese Government is committed to working with local councils to achieve positive outcomes for our communities and I look forward to working with you to build a better future for your residents.

Please do not hesitate to reach out to my office if I can be of assistance.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Raff Ciccone', with a stylized flourish at the end.

**SENATOR RAFF CICCONE**

21 November 2023

Electorate Office: 1A Blackburn Road, Blackburn VIC 3130 - (03) 9894 2098  
Parliament Office: SG.106 Parliament House, Canberra ACT 2600 - (02) 6277 3226  
Senator.Ciccone@aph.gov.au - SenatorCiccone.com.au - @SenRaffCiccone

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OFFICIAL



The Hon Colin Brooks MP

Minister for Development Victoria  
Minister for Precincts  
Minister for Creative Industries

1 Spring Street  
Melbourne, Victoria 3000 Australia

Dear Cr Joseph Haweil,

**Creative Neighbourhood Infrastructure Support Program**

It is my great pleasure to write to you about a new Victorian Government funding opportunity available to support creative infrastructure projects in select Local Government areas.

Through the Creative Neighbourhood Infrastructure Support Program, the Victorian Government is looking to partner with Local Government to deliver fit-for-purpose, affordable and accessible spaces for creative professionals to develop and present their work.

The program aims to support the careers of Victorian artists and creatives and foster vibrant creative community hubs by addressing the shortage of appropriate creative spaces.

Hume City Council is one of 19 councils in Victoria that is being invited to apply for funding. Eligibility is based on having a creative strategy or plan in place, no prior funding from Creative Victoria's Creative Neighbourhood programs and the municipality's SEIFA Index score.

Applications will be open from 3 November 2023 until 16 February 2024 with grants of up to \$150,000 available, on a co-contribution basis, to improve quality and availability of facilities for creative uses. The program will support infrastructure projects such as fit-out or redevelopment of spaces.

Further information, including program guidelines, is available on the Creative Victoria website at <https://creative.vic.gov.au/funding-opportunities/find-a-funding-opportunity/creative-neighbourhood-infrastructure-support-program-lga-category/>

If you have any questions, please contact Kimberley Meagher, Senior Project Officer, Infrastructure Strategy and Development, Creative Victoria at [creative.places@creative.vic.gov.au](mailto:creative.places@creative.vic.gov.au).

Yours sincerely

**The Hon. Colin Brooks MP**  
Minister for Creative Industries  
Date:



OFFICIAL

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## Iwan Walters MP

MEMBER FOR GREENVALE



Cr. Naim Kurt

Mayor of Hume City Council  
PO Box 119  
Dallas  
VIC 3047

Monday 20th<sup>th</sup> November 2023

Dear Mayor Kurt,

I am delighted to announce that a new round of the **Restoring Community War Memorials and Avenues of Honour Grant Program** has opened this week and will close on the 12th February 2024.

Under this program, up to \$30,000 is available for community groups wishing to conserve and maintain war memorials, honour rolls and avenues of honour in their local area, or to change them to better reflect veteran service in their community.

I am advised that funding is available for planning works under the Stage 1 category and capital works under the Stage 2 category. Applications will be assessed based on how the project will:

- conserve and maintain the historic fabric and significance of the community war memorial, honour roll or avenue of honour,
- improve the experience for people attending commemorative services and visitors to the memorial,
- increase community knowledge and appreciation of the local history and purpose of the memorial or avenue of honour,
- partner and consult with ex-service organisations, local councils, local business, schools and other bodies.

I have met with Westmeadows Primary School staff and students recently and know they are most eager to collaborate with Hume City Council to secure funding for the Westmeadows War Memorial. Of course, I would be more than happy to provide support with any applications.

Please don't hesitate to contact me if you require any further information.

Yours sincerely,

Iwan Walters MP  
**State Member for Greenvale**

55 St Andrews Place  
East Melbourne 3002  
[iwan.walters@parliament.vic.gov.au](mailto:iwan.walters@parliament.vic.gov.au)

**OFFICE:** G42 Annexe, Parliament of Victoria, Spring St, East Melbourne VIC 3002



(03) 9651 8208



IwanWaltersMP



[iwan.walters@parliament.vic.gov.au](mailto:iwan.walters@parliament.vic.gov.au)



[iwanwaltersmp.com.au](http://iwanwaltersmp.com.au)

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REPORT NO:	9.5
REPORT TITLE:	Monthly Capital Works Update
SOURCE:	Astrid Hartono, Manager Infrastructure Delivery
DIVISION:	Infrastructure & Assets
FILE NO:	-
POLICY:	-
STRATEGIC OBJECTIVE:	3.2: Deliver responsible and transparent governance, services and sustainable assets that respond to community needs
ATTACHMENT:	1. <i>Contract Award and Tender Forecast - Confidential</i>

---

**1. SUMMARY OF REPORT:**

**1.1** This monthly report responds to Notice of Motion 23/021

*Provide any over budget costs for all capital works, and that these details are then presented at the next council open public meeting immediately after the cost increases have been confirmed and bearing in mind the agenda preparation lead times.*

**1.2** The report provides data for the month of November 2023.

**2. RECOMMENDATION:**

**2.1** That Council receive and note the report.

**3. LEGISLATIVE POWERS:**

**3.1** Not applicable.

**4. FINANCIAL IMPLICATIONS:**

**4.1** Year to date \$52,108,682 has been spent on the 23/24 capital program, an increase of \$8,871,960 from last month.

**4.2** This represents 44% of the allocated budget of \$117,585,861 spent this year

**4.3** At the same point last year, \$13,546,282 was spent against the capital program.

**5. ENVIRONMENTAL SUSTAINABILITY CONSIDERATIONS:**

**5.1** Environmental sustainability is considered in the planning and delivery of the capital works program.

REPORT NO: 9.5 (cont.)

**6. CLIMATE CHANGE ADAPTATION CONSIDERATIONS:**

**6.1** There are no impacts on climate change adaptation as a result of this report.

**7. CHARTER OF HUMAN RIGHTS APPLICATION:**

**7.1** The charter has been reviewed in relation to this report and there are no issues to be considered in this regard.

**8. COMMUNITY CONSULTATION:**

**8.1** Community consultation is undertaken on individual projects as appropriate.

**9. DISCUSSION:**

**9.1** The table below provides the capital projects that have received finalised costing for construction (contract awarded) in the month of November. Projects highlighted as red have been awarded as over budget (including contingency), projects highlighted as green have been awarded within the available budget (including contingency).

Description	Budget (GST Excl.)	Under (green) /Over (red)
The Old Stock Run & Rise-Sunbury Intersection Upgrade	\$ 117,042.95	

**9.2** Confidential Attachment 1 provides additional financial information and upcoming Tenders that can't be publicly disclosed until the projects are progressed.

**9.3** Projects completed in this month are listed below:

- Kalkallo North Community Centre
- Traffic improvement at Heysen Drive, Sunbury

**10. CONCLUSION:**

**10.1** The delivery of the 2023/24 capital works program is progressing well with 44% of the programs value already expended. There are still significant cost pressures being faced across projects. These are both projects that are already under construction and facing cost increases and new projects as they are being tendered. Officers are working to minimise these wherever possible and manage across the overall Capital Program to balance cost increases and decreases.



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<b>REPORT NO:</b>	9.6
<b>REPORT TITLE:</b>	CEO Annual Leave
<b>SOURCE:</b>	Sheena Frost, Chief Executive Officer
<b>DIVISION:</b>	Chief Executive Officer
<b>FILE NO:</b>	Personnel Part A
<b>POLICY:</b>	-
<b>STRATEGIC OBJECTIVE:</b>	3.2: Deliver responsible and transparent governance, services and sustainable assets that respond to community needs
<b>ATTACHMENTS:</b>	Nil

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**1. SUMMARY OF REPORT:**

- 1.1 The Chief Executive Officer, Sheena Frost, wishes to apply to Council for annual leave from 23 December 2023 to 10 January 2024 inclusive.
- 1.2 Subject to approval being granted, it is proposed that Rachel Dapiran, Director City Planning and Places, be appointed Acting Chief Executive Officer for the period 23 December 2023 to 31 December 2023 inclusive and Hector Gaston, Director City Services and Living, be appointed Acting Chief Executive Officer for the period 1 January 2024 to 10 January 2024 inclusive.

**2. RECOMMENDATION:**

- 2.1 **the Chief Executive Officer, Sheena Frost, be granted annual leave from 23 December 2023 to 10 January 2024 inclusive; and**
- 2.2 **that Rachel Dapiran, Director City Planning and Places, be appointed Acting Chief Executive Officer for the period 23 December 2023 to 31 December 2023 inclusive and Hector Gaston, Director City Services and Living, be appointed Acting Chief Executive Officer for the period 1 January 2024 to 10 January 2024 inclusive.**

**3. DISCUSSION:**

- 3.1 The Chief Executive Officer, Sheena Frost, wishes to apply to Council for annual leave from 23 December 2023 to 10 January 2024 inclusive.
- 3.2 It is proposed Rachel Dapiran, Director City Planning and Places, be appointed Acting Chief Executive Officer for the period 23 December 2023 to 31 December 2023 inclusive and Hector Gaston, Director City Services and Living, be appointed Acting Chief Executive Officer for the period 1 January 2024 to 10 January 2024 inclusive.
- 3.3 The CEO has annual leave accrued for this period.

**4. CONCLUSION:**

Council is requested to appoint an Acting CEO while the CEO takes annual leave from the period 23 December 2023 to January 2024 inclusive.

**REPORT NO: 9.6 (cont.)**

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