

## Introduction

Effective enrolment and orientation processes form the foundations of strong relationships between families and the centre.

For further information regarding processing enrolments, refer to the [Service Support Intranet Page](#) or contact the Service Support team, email: [servicesupport@candk.asn.au](mailto:servicesupport@candk.asn.au) or phone: 3513 2531.

### \*\*\* Important \*\*\*

Effective, clear, and timely communication is essential throughout enrolment and orientation processes.

To ensure accurate correspondence, all enrolment and orientation communication must be completed via Kidsoft. Electronic email templates are available in Kidsoft.

## Responsibilities

- Waitlist, enrolment, and orientation tasks can be completed by a clerical (or another approved delegate); however, the management of all tasks as detailed in this procedure are the responsibility of the Centre Director.

## Centre waitlist

- The centre waitlist is maintained in Kidsoft under iEnrol.
- When possible, families are welcomed and encouraged to visit and spend time at a centre prior to placing their child's name on a waiting list.
- Waitlist applications are completed online via the centre's [C&K Webpage](#). Once completed, a waitlist record for the child is automatically created in Kidsoft under iEnrol.
- If there is a requirement for a family to complete a paper waitlist application, the centre must enter details into Kidsoft on the same day that they are received (unless approved under exceptional circumstances).
- A waitlist application fee is not charged.

## Timing of enrolment offers

Enrolment offers for the following year typically commence:

<b>Childcare and OSHC</b>	<ul style="list-style-type: none"> <li>• Throughout the year as vacancies become available.</li> </ul>
<b>Kindergartens and Extended Hours Kindergartens</b>	<ul style="list-style-type: none"> <li>• Up to one year prior to children commencing kindergarten, usually from late May the year prior. C&amp;K management will advise centres of the date to commence enrolment offers for the following year.</li> <li>• Enrolment offers for the current year occur throughout the year as vacancies become available.</li> </ul>

## Enrolment offers are made in the following order

Childcare and OSHC	Kindergartens
<ol style="list-style-type: none"> <li>1. A child at risk of serious abuse or neglect.</li> <li>2. Child of a C&amp;K permanent (full-time and part-time) employee.</li> <li>3. Next child on waitlist as per waitlisted date with a sole parent or both parents who satisfy the activity test through paid employment.</li> <li>4. Next child on the waitlist as per waitlisted date.</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Eligible age children</b> (children who turn 4 by June 30 in the year they attend kindergarten) as per waitlisted date order.</li> <li>2. <b>Eligible age children</b> (children who turn 4 by June 30 in the year they attend kindergarten) already enrolled in one group wishing to be enrolled in second group at centre as per waitlisted date order.</li> <li>3. <b>Non-eligible aged children</b> (when there are no eligible age children on the waitlist and vacancy exists, refer to ECEM for guidance. Offered as per waitlisted date order.)</li> </ol> <ul style="list-style-type: none"> <li>• <b>When utilisation has been low for two consecutive years</b> - offer to one group and then subsequent groups once first group is full.</li> <li>• <b>When there has been pattern of high utilisation across all groups and there is a substantial waitlist</b> – offers can be made across all groups. If unsure, consult with your ECEM.</li> </ul> <p><b>NOTE:</b> Extended hours kindergartens may offer to non-eligible aged children as per waitlisted date.</p>

- Prior written support of the Early Childhood Education Manager (ECEM), Regional Manager (RM), and approval of the Chief Operations Officer (COO), must be obtained to make an enrolment offer that is inconsistent with the above table.
- Enrolment offers must be made as per the [Childcare Provider Handbook – Managing child care places](#) (CCS approved centres) and [QKFS Funding Requirements - Enrolment](#) (Kindergartens).

## Enrolment offer process

1. Enrolment Offer	
<b>Centre</b>	<ul style="list-style-type: none"> <li>Make an enrolment offer via Kidsoft &gt; iEnrol.</li> </ul>
<b>Parent/Guardian</b>	<ul style="list-style-type: none"> <li>Receives an automated email advising them of the enrolment offer.</li> <li>Required to respond within the enrolment offer expiry period of 3 days.</li> <li>Accepts or declines enrolment offer via their iParentPortal account.</li> <li>Completes enrolment form and provides required documentation.</li> </ul>
2. Enrolment Confirmation	
<p><i>An enrolment is confirmed when a parent/guardian has:</i></p> <ul style="list-style-type: none"> <li>Accepted an enrolment offer via their iParentPortal account completing and submitting the online Enrolment form</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Completed in full and returned an <u>Enrolment Booklet</u> (which includes a completed iDebitPro Form)</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>A confirmation of enrolment email is sent from C&amp;K to the email address provided by the parent/guardian in the enrolment booklet.</li> </ul> <p>Refer to <u>C&amp;K Intranet – Kidsoft support</u></p>	
<b>Centre</b>	<ul style="list-style-type: none"> <li>Import online enrolment form via Kidsoft &gt; iEnrol. This action will automatically populate information into Kidsoft including child and guardian details, bookings, payment details, relevant tags and attached documents.</li> </ul> <p><b>OR</b></p> <p>Manually enter enrolment information when <u>Enrolment Booklet</u> is completed. Enter information into Kidsoft &gt; Enrolment Wizard and email the guardian via Kidsoft copy of the <u>Fee Policy</u> and iDebitPro form.</p> <ul style="list-style-type: none"> <li>Charge the non-refundable enrolment fee and apply payment.</li> <li>Email an enrolment confirmation to the parent/guardian via Kidsoft. This email is automatically sent when the enrolment is processed online via iEnrol. If an email address has not been provided, a letter must be posted to the parent/guardian. Scan letter upload in Kidsoft.</li> <li>With care and attention, review enrolment records as they are received. <ul style="list-style-type: none"> <li>Promptly follow-up on outstanding or incorrect information. Any change or addition to enrolment information must be provided in writing/email and uploaded to Kidsoft. Reviewing children's health information is a legislative requirement.</li> <li>When a parent/guardian has not provided their consent for any item, the centre Director (or approved delegate) must telephone parent/guardian to discuss and confirm their understanding and intention. This is especially important if a parent/guardian has not provided consent for emergency medications such as EpiPen or Ventolin. If a parent/guardian has not provided their consent to administer an EpiPen or Ventolin in a medical emergency, provide the following information: <ul style="list-style-type: none"> <li>Sometimes a child experiences their first asthma/anaphylaxis medical emergency while in care.</li> <li>Delay in administering anaphylaxis/asthma medication in a medical emergency may result in serious, even fatal health risks to children.</li> <li>Under-treatment of anaphylaxis is more harmful (and potentially life threatening) than over-treatment of a mild or moderate allergic reaction.</li> <li>All teachers and educators have current anaphylaxis and asthma first aid training</li> <li>To help in the making of an informed decision please refer to <u>Asthma Australia</u> and <u>ASCIA</u>.</li> </ul> </li> </ul> </li> </ul> <p>Please refer to <u>Enrolling a Child (CCS Centres)</u>, <u>Enrolling a Child (Kinderqartens &amp; LHC)</u> and <u>Extended Hours Enrolments (Extended Hours Kinderqartens)</u> Procedures.</p>

## Orientation

Prior to a child commencing, centres are required to:

- Complete orientation activities. Orientation activities will vary between centres. For new children and their families commencing the following year, activities must commence early Term/Quarter 4.
- To ensure a smooth transition and where possible, encourage and welcome families to spend time at the centre.
- Consider and respond appropriately to the needs of families from diverse cultural and language backgrounds. Contact the Quality and Regulation team (3513 2597/[nqf@candk.asn.au](mailto:nqf@candk.asn.au)) to access interpreting services.

- Review individual child enrolment information as received, including e.g., custodial, QKFS/CCS eligibility, interests, talents, behaviours, developmental delay, medical, fee payment, proof of birth etc. Communicate relevant information with educators. Keep a record of this communication in Kidsoft.
- Outline all items detailed in the Orientation Checklist with parents/guardians.
- Provide an opportunity for parents/guardians to share information about their child's individual strengths, interests and needs.
- When a child has inclusion or medical needs, schedule and facilitate a formal meeting with parents/guardians. Refer to Medical Conditions Procedure and Communicating with families to support children's wellbeing and inclusion Procedure for further direction.

## Enrolment documentation

- Ensure all enrolment documentation has been provided and uploaded into Kidsoft, including immunisation record and proof of birth.
- Evident of proof of birth includes Birth Certificate, passport, Medicare-issued immunisation history, other government issued document stating Date of Birth, Statutory Declaration stating full name and Date of Birth certified by a Justice of the Peace or documentation provided by either a community elder/s or other relevant community member citing full name and Date of Birth.

## Staggered and delayed starts

- Implementing 'staggered' commencement dates is not permitted. *Queensland Kindergarten Funding Scheme* (QKFS) requires approved kindergartens to operate and provide a program for a minimum of 600 hours per year. 600 hours cannot be met if children's commencement dates are staggered at the start of a new kindergarten year.
- When a centre vacancy exists and an enrolment offer is made, the child must commence on the offered start date and/or full fees are payable.

## Enrolment in more than one kindergarten group

- If a child is enrolled in an approved kindergarten program, they may be considered for enrolment in a second kindergarten group when the waitlist of eligible age children has been exhausted and all efforts have been undertaken to maximise enrolments of eligible age children. Eligible age children, not currently enrolled in a kindergarten program, have priority over children wishing to enrol in a second kindergarten group.
- A child enrolled in a second kindergarten program is ineligible for additional QKFS and full fees will apply.
- If enrolled in two approved kindergarten programs, at two centres, the parent/guardian must indicate via the *Enrolment Form* which centre will receive the QKFS. When a child is enrolled in both a C&K kindergarten and a C&K childcare kindergarten program, the parent/guardian will be asked to nominate the kindergarten to receive QKFS.
- If a child is enrolled at another C&K centre on the same days or for the same time period, the parent/guardian will be required to advise which centre their child will attend within two weeks of accepting the enrolment offer. This will allow the place to be offered to another child on the waitlist.

### \*\*\* Important \*\*\*

When a parent/guardian indicates they are claiming QKFS elsewhere, the centre Director (or delegate) must have a verbal conversation with the parent/guardian to confirm their understanding of the question. Ticking 'No - claiming elsewhere' means the C&K centre will not receive any Government subsidies on their behalf. When a guardian indicates they have not applied for Child Care Subsidy (CCS), the centre Director (or delegate) must have a verbal conversation with the parent/guardian advising that full fees will apply and discuss subsidy options. Add a comment on the child's record in Kidsoft.

## Delayed entry and delayed exit

- C&K recognise some children may benefit from starting kindergarten at a later age (delayed entry) or completing a second year of kindergarten (delayed exit). Refer to Delayed Entry and Exit Procedure for further guidance.
- Update Kidsoft as per Delayed Entry/Exit in Kidsoft.

## Continuing children/families

- When an enrolment is continuing the following year, parents/guardians are requested to complete an Update of Details Form.
- Updated information must be entered into Kidsoft as soon as received.
- Continuing families are not required to complete an *Enrolment Form* or pay a second enrolment fee.
- Bookings for the full year must be entered as soon as it is apparent that the child will be returning for a second year. This will ensure that an enrolment offer is not made to another family.

## Termination or variation of enrolment

- Parents/guardians are required to provide 2 weeks' written notice (via a [Termination of Enrolment Form](#)) to cancel their child's enrolment. Childcare, OSHC and Extended Hours Kindergartens - under Child Care Subsidy (CCS) a child who does not physically attend their last day will not receive CCS and full fees will apply. Completed [Termination of Enrolments Forms](#) must be uploaded to Kidsoft.
- Parents/guardians are required to provide 2 weeks written notice (via a [Variation of Enrolment Form](#)) to vary their child's enrolment e.g. change or reduce/increase days of enrolment. Completed [Variation of Enrolment Forms](#) must be uploaded to Kidsoft.
- Two weeks-notice period may not apply in certain circumstances, please refer to the [C&K Fee Policy](#).

## Enrolment of children of C&K employees

- Permanent (full-time and part-time) C&K employees are provided enrolment priority (i.e., placed at the top of a centre's waitlist) at all C&K branch childcare centres.
- Whenever possible children of employees should be enrolled in an alternative centre or group to their educator parent/guardian. C&K recognises that in some cases (e.g., regional/remote centres) this may not be possible.
- If conflict or difficulty arises from the enrolment of an employee's child, a facilitated conversation between the Educator (child's parent/guardian) and Centre Director may be required. If the centre Director's child is involved, the Early Childhood Education Manager will assist. If the conflict or difficulty is not adequately resolved, approval for the continued enrolment of the child may be withdrawn at the discretion of the Chief Operating Officer.

## Enrolment and Orientation Privacy Data Collection Notice – for parent/guardians

- C&K uses personal information (as defined in the Privacy Act) provided by you to synchronise your accounts with approved third-party software providers we use to deliver services to you, including ad-hoc online booking requests (KindyNow) and online learning stories (StoryPark). This includes you and your child's first, middle, and last names, date of birth, gender, nickname (if recorded), and email address (if provided to us).
- Providing us with the requested information is not required by law. If you choose not to provide C&K with the requested information, we may not be able to provide you with these online services.
- We will not use or disclose your personal information for any other purpose unless you have consented, you would reasonably expect us to disclose the information for another purpose or we are required by law.
- In order to store your personal information electronically, C&K may disclose your information, in accordance with this notification and our Privacy Policy, to overseas data storage recipients located in the United States and other countries. C&K is reasonably satisfied that these countries and recipients have similar privacy protections to those afforded under Australian law.
- The C&K Privacy Policy contains information about how C&K uses and stores your personal information, how you can access and correct your personal information and make a privacy-related complaint and C&K's complaint handling process. To access or update your personal information please contact your centre directly or for more information on our privacy obligations, please contact our Privacy Officer via email [privacy@candk.asn.au](mailto:privacy@candk.asn.au).

## Acknowledgements and references

- Commonwealth Government of Australia. 2014. [Privacy Act 1988](#).
- Department of Education, Skills and Employment. [Child Care Handbook](#)
- Government. 2013. [Anti-discrimination Act 1991](#)
- New South Wales Government. 2013. [Education and Care Centres National Regulations](#).
- Queensland Government. 2014. [Queensland Kindergarten Funding Scheme](#).