

Introduction

Effective enrolment and orientation processes form the foundations for strong relationships between families and the centre. For further information, visit C&K Intranet, [Kindergarten Enrolments](#) or [Childcare Enrolments](#) or contact C&K Service Support (servicesupport@candk.asn.au) or your Early Childhood Education Manager.

Waiting list

- Where possible, parents / guardians are encouraged to visit a centre before placing their child's name on a waiting list.
- Parent / Guardians are required to waitlist at a C&K centre via the C&K website. This is an online waitlist form which automatically populates a waitlist record for the family in Kidsoft.
- A child's name is considered to be registered on the waiting list when a centre has received a completed waiting list form either online or a paper form.
- A separate waiting list for each year / age group of enrolment will be maintained with the view to providing an inclusive and equitable access.
- Kidsoft records all waiting list data.
- Any paper waiting list applications must be entered into Kidsoft by the centre the same day that they are received (unless they are approved under exceptional circumstances).
- Do not charge a waiting list fee.

Making enrolment offers

Although enrolment offers can be completed by a clerical (or other approved delegate), the management of enrolment offers remains the responsibility of the Centre Director.

- Enrolment offers for the following year typically commence:
 - For kindergartens and Extended Hours kindergartens – up to one year prior to children commencing kindergarten.
 - For childcare and Outside School Hours Care centres – Quarter 4; the year prior to the year of entry.
- When a vacancy exists, an enrolment offer is made to the next child on the waiting list.
- The number of enrolment offers made depends on:
 - Vacancies
 - The number of children on the waitlist
 - The age of children
 - The number of continuing children, and
 - The expected number of delayed entry / exit children.
- When offering enrolments, kindergartens are required to:
 - Use Kidsoft (iEnrol) to support the enrolment offer process.

- Offer a place as per C&K staff priority followed by the received date order of waitlist applications.
- Offer places as per the eligible age guidelines (i.e. children who turn 4 by 30 June in the year they attend kindergarten).
- If utilisation has been low for two consecutive years it is a requirement to offer to one group and subsequent groups once first group is full.
- If there is a pattern of high utilisation for current year and substantial waitlist a centre can offer to both groups.
- If unsure please consult with your ECEM.
- Follow the *Queensland Kindergarten Funding Scheme Guidelines* when offering enrolments to non-eligible age children.
- An enrolment is confirmed when a parent / guardian has completed in full and returned an *Enrolment Booklet* (which includes the *Fee Payment Agreement* and *iDebitPro Form*) **OR** accepted an enrolment offer via iParentPortal, completed and submitted the online Enrolment Form and an enrolment confirmation email from C&K has been sent to the guardian.

Priority to C&K employees

- C&K permanent (full-time and part-time) employees are given enrolment priority at all C&K branch centres. That is, C&K employees will be placed at the top of a centre's waiting list and will be offered the next available vacancy.
- 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 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.

Orientation

- Orientation activities may vary from centre to centre. However, all centres are required to:
- Commence orientation activities upon confirmation of enrolment (for children commencing the following year) in term 4 / quarter 4 before the end of year closure.
- Provide an [Orientation Pack](#) to all families.
- Inform parents / guardians of all items detailed on the [Orientation checklist](#).
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- Provide an opportunity for the child's educator and parent / guardian to discuss confidentially the child's individual strengths, interests and needs.
- Invite waitlisted families to events to show them the centre prior to enrolment (e.g. Open Week).
- Prior to enrolment, arrange a formal meeting with parents / guardians who are enrolling a child with an additional need or medical condition. Please refer to [Medical conditions Procedure](#) and [Communicating with families to support children's wellbeing and inclusion Procedure](#) for further direction.
- Consider and respond appropriately to the needs of enrolled families from diverse cultural and language backgrounds. To access interpreting services, please contact the Quality and Regulation team (3513 2597 / nqf@candk.asn.au).

New enrolment

Email via Kidsoft is the preferred method of communicating enrolment offers and providing enrolment offer documents. This will ensure accurate records of all correspondence. Electronic versions of enrolment offer documents are available. **If a parent / guardian completes a printed *Enrolment Booklet*, a printed copy of the *C&K Fee Policy* must be attached.**

□ Enrolment Offer

- The centre Director maintains current waitlist in Kidsoft under iEnrol, as applicable.
- Centre Director makes an enrolment offer which specifies the offer expiry date. The parent / guardian is required to return all completed documents within 3 – 5 days.

□ Enrolment Confirmation

- Parent / Guardian accepts or declines enrolment offer.
- Centre Director processes the enrolment offer response in Kidsoft under iEnrol, as applicable.
- Centre Director enters the information contained within the enrolment book into Kidsoft including child, guardian, bookings, payment schedule, relevant tags and documents provided.
- Centre Director processes the enrolment fee.
- A confirmation of enrolment email (or letter if no email address provided) is sent to the parent / guardian.

□□ Orientation

- The Centre Director plans, invites and communicates the centre's orientation activities to the relevant parents / guardians.
- Parent / guardian attends orientation.
- An [Orientation Pack](#) is provided to the parent / guardian.

- Centre Director (or delegate) discusses items on the [Orientation checklist](#).
- If required, the centre Director (or approved delegate) will request a further meeting with the parent / guardian to review information provided in the Enrolment Booklet.
- To ensure a smooth transition and where possible, families are actively encouraged to spend time at the centre prior to commencement.

Staggered or delayed starts are not permitted

- C&K centres are not to implement staggered starting dates for children at the beginning of a new year.
- To be eligible for the Queensland Kindergarten Funding Scheme funding, approved kindergartens must operate and provide a program for a minimum of 15hrs / week at least 40wks / year.
- If vacancies exist and an enrolment offer is made, the child is to commence and / or full fees are payable.

Kindergarten specific enrolment information

Non-eligible aged children

- Only children of eligible age (i.e. children who turn 4 by June 30 in the year they attend kindergarten) can receive Queensland Kindergarten Funding Scheme subsidies.
- Parents / guardians of non-eligible age children are not eligible for any *Queensland Kindergarten Funding Scheme* subsidies and are required to pay full fees.
- Waitlisted children of eligible age will be offered a place before non-eligible age children.
- Enrolment offers to non-eligible age children are made as per *Queensland Kindergarten Funding Scheme Guidelines*.

Enrolment in more than one kindergarten group

- If a child is already enrolled in another approved kindergarten program, they may only be considered for enrolment in a second kindergarten group when the waiting list has been exhausted and all efforts have been undertaken to maximise enrolments of eligible age children.
- A child enrolled in a second kindergarten program will not be eligible for additional Queensland Kindergarten Funding Scheme subsidies and full fees will apply.

- The parent / guardian must indicate via the *Enrolment Booklet* which centre will receive the Queensland Kindergarten Funding.

Whenever 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 i.e. by ticking 'No - claiming elsewhere' means the C&K centre will not receive any Government subsidies on their behalf.

- 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 centre to receive Queensland Kindergarten Funding.
- Eligible age children, not currently enrolled in a kindergarten program, have priority over children wishing to enrol in a second kindergarten group.

Delayed entry and delayed exit

- It is recognised some children may benefit from starting a kindergarten program at a later age (delayed entry) or completing a second year of a kindergarten program (delayed exit). Refer to [Delayed entry and exit Procedure](#)
- for further guidance.
- Ensure to update Kidsoft as per Procedure [Delayed entry/exit in Kidsoft](#)

Updating Enrolment Information - Returning / Continuing Families

- Updating enrolment information for returning families is the responsibility of the centre Director.
- Returning families are not required to complete an *Enrolment Booklet* or pay an enrolment fee.
- Confirmation - Returning families**
 - A return place is confirmed when the [Update of details Form](#)
 - is completed and received by the centre.
 - Centre enters any updated information and uploads the completed *Update of Details Form* into Kidsoft within one week of the form being received at the centre.

Termination or variation of enrolment

Parents / guardians are required to provide two written weeks' notice to cancel or vary their child's enrolment by completing Termination of enrolment Form or Variation of enrolment Form
Under CCS a child who does not physically attend their last day will not receive CCS and full fees will apply.

Enrolment and Orientation Privacy Data Collection Notice

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 your 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.

C&K's 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.

Acknowledgements and references

- Commonwealth Government of Australia. 2014. [Privacy Act 1988](#).
- Department of Education. 2013. [Priority for allocating places](#).
- New South Wales Government. 2013. [Education and Care Centres National Regulations](#).
- Government. 2013. [Anti-discrimination Act 1991](#)
- Queensland Government. 2014. [Queensland Kindergarten Funding Scheme](#).