

***** 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.

Waitlist, enrolment and orientation tasks can be completed by a clerical (or another approved delegate); however, the Centre Director is responsible all tasks outlined in this procedure.

For further information refer to the [Service Support Intranet Page](#) or contact the Service Support team: servicesupport@candk.asn.au | 3513 2531.

Step One: Waitlist

The centre Director (or their approved delegate) will:

- Maintain a centre waitlist in Kidsoft under iEnrol.
- Encourage and support parents/guardians (with their child) to visit centre prior to completing a waitlist application.
- Encourage and support parents/guardians to complete waitlist applications online on the centre's C&K Webpage. Once completed, a waitlist record is automatically created in Kidsoft under iEnrol. When a written/paper waitlist application is completed, enter details into Kidsoft on the same day the application is received.
- Consider a child to be on the waitlist when a completed waitlist application has been received.
- Not charge a waitlist fee.

Step Two: Making Enrolment Offers

The centre Director (or their approved delegate) will:

- Make enrolment offers at anytime throughout the year when vacancies become available.
- Specify an 'offer expiry date' of 3 days when making enrolment offers.
- Seek prior written approval of ECEM, Regional Manager and the Chief Operations Officer, before making enrolment offers in a manner inconsistent with this procedure.
- Make enrolment offers as per received date of waitlist application.
- Prioritise enrolment offers of eligible age children (refer to definitions) into approved kindergarten programs prior to opening additional programs or enrolling non-eligible children.

The centre Director (or their approved delegate) will make enrolment offers in the following order:

1. Child at risk of serious abuse or neglect.
2. Child of a full-time and part-time permanent C&K employee.
3. Child of a sole parent/guardian or both parents/guardians undertaking [recognised Child Care Subsidy activity](#).
4. All other children.

Online Enrolment Offer Process

Encourage and support parents/guardians to accept enrolment offers via their Kidsoft iParentPortal account.

1. Centre Director (or their approved delegate) will make an enrolment offer via Kidsoft > iEnrol.
2. Parent/guardian:
 - Receives an automated email advising them of the enrolment offer.
 - Required to respond within a 3-day enrolment offer expiry date.
 - Accepts or declines enrolment offer via their iParentPortal account.
 - Completes online enrolment form and provides required documentation.

Paper/Written Enrolment Offer Process

1. Centre Director (or their approved delegate) will:
 - Make a verbal enrolment offer and provide parent/guardian a paper/written *Enrolment Booklet* and an *iDebitPro Form* (physically hand to or email).
 - Specify a 3-day enrolment offer expiry date.
2. Parent/guardian:
 - Receives a paper/written *Enrolment Booklet*
 - Accepts or declines within 3 days by providing the centre with a completed paper/written *Enrolment Booklet* and required documentation.

Step Three: Enrolment Confirmation

A child's enrolment is confirmed when a parent/guardian has by the specified enrolment offer date:

- Accepted the enrolment offer and fully completed the *Online Enrolment Form* via their iParentPortal account **OR** Accepted the enrolment offer and fully completed and returned a paper/written *Enrolment Booklet*.
- AND**
- Has supplied the required documentation including appropriate evidence of child's date of birth and immunisation status. Refer to definitions for acceptable documentary evidence.

Enrolment confirmation process

Centre Director (or their approved delegate) will:

1. Import *Online Enrolment Form* via Kidsoft > iEnrol. This action will automatically populate information into Kidsoft including child and parent/guardian details, bookings, payment details, relevant tags and attached documents.
- OR**
- Manually enter information recorded in the *Enrolment Booklet*. Enter information into Kidsoft > Enrolment Wizard and email the guardian via Kidsoft copy of the *Fee Policy* and *iDebitPro Form*.
2. Charge the non-refundable enrolment fee and apply payment.
 3. Email an enrolment confirmation to the parent/guardian via Kidsoft. This email is automatically sent when the enrolment is processed online via iEnrol. When an email address has not been provided, post a letter to the parent/guardian. Scan and upload letter to Kidsoft.
 4. Carefully review information recorded in *Enrolment Booklets/Online Forms* and documentation as they are received:
 - a. Promptly follow-up on any missing information or documentation e.g. health/medical, custodial, funding eligibility, interests, talents, behaviours, developmental delay, fee payment, proof of date of birth, proof of immunisation status etc. Health information recorded in a child's enrolment record must be sighted/noted (regulation 162(g)).
 - b. When a parent/guardian indicates in the *Enrolment Booklet/Online Form* they are claiming kindergarten funding at another centre for their eligible-age child, the centre Director (or approved delegate) will:
 - Contact the parent/guardian to discuss and confirm their understanding and intention.
 - Support a family's choice regarding which centre will be claiming kindergarten funding for their child.
 - Not refuse the child's enrolment.
 - c. When a parent/guardian has not provided their consent for any item listed in the *Enrolment Booklet/Online Form*, the centre Director (or approved delegate) will contact the parent/guardian to discuss and confirm their understanding and intention. When parent/guardian consent has not been provided to administer First Aid and emergency medications (EpiPen or Ventolin), share the following information:
 - Sometimes a child experiences their first asthma/anaphylaxis medical emergency while in care.
 - Delay in administering anaphylaxis/asthma medication in a medical emergency may result in serious, even fatal health risks to children.
 - Under-treatment of anaphylaxis is more harmful (and potentially life threatening) than over-treatment of a mild or moderate allergic reaction. When appropriate, refer parents/guardians to [Asthma Australia](#) and [ASCIA](#).
 - Teachers and educators have current First Aid and emergency management of anaphylaxis and asthma training.

Step Four: Orientation

Prior to a child commencing, Centre Director (with their approved delegates) will:

- Schedule and facilitate orientation activities responsive to the needs of families and children.
- Encourage and welcome children with their families to spend time at the centre.
- Consider and respond appropriately to the needs of families from diverse cultural and language backgrounds. Email the C&K Inclusion team (inclusion@candk.asn.au) for access code to arrange a TIS interpreter (131450/tis@homeaffairs.gov). Free service for approved kindergarten programs.
- Share information listed [Orientation Checklist](#) with all new parents/guardians prior to their child's commencement. (Optional) Complete an Orientation Checklist for each new parent/guardian prior to their child's commencement.
- 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.

Kindergarten Funding Eligibility

- To be eligible for Queensland Kindergarten Funding, centres must meet the [service provider eligibility criteria](#) including the provision of 600 hours/year of an [approved kindergarten program](#).
- Eligible aged children are eligible for kindergarten funding for 15 hours per week, 40 weeks per year (600 hours/year).
- Non-eligible age children are not eligible for kindergarten funding.
- When an eligible age child is enrolled at two C&K approved kindergarten programs at a C&K long day centre and a C&K sessional kindergarten, kindergarten funding will be allocated to the C&K Kindergarten.
- When an eligible age child is enrolled at two kindergarten programs at a C&K long day care centre and non-C&K centre, the child's parent/guardians must nominate which centre will claim kindergarten funding via their child's *Enrolment Booklet/Online Form*.

Continuing children/families

- C&K recognise eligible age 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/Exit in Kidsoft](#) and [Delayed Entry and Exit Procedures](#) for further guidance.

The centre Director (with their approved delegates) will:

- When a child's enrolment is continuing the following year, provide parents/guardians [Update of Details Form](#) to complete. Continuing families are not required to complete an [Enrolment Booklet/Online Form](#) or pay a second enrolment fee.
- Enter updated information into Kidsoft as soon as received. Scan and upload completed [Update of Details Forms](#) to Kidsoft.
- Enter bookings for the full year as soon as it is apparent that the child will be returning the following 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 to cancel or amend (decrease or change days) their child's enrolment. Written notice can be provided in an email or via [Termination of Enrolment Form/Variation of Enrolment Form](#). Scan and upload written notice (email or completed form) to Kidsoft.
- A child who does not physically attend their last day will not receive Child Care Subsidy and full fees will apply.
- Two weeks-notice period may not apply in certain circumstances, please refer to the [Fee Policy- Long Day Care, Limited Hours Care and CCS Programs](#).

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.

Acknowledgements and references

- Queensland Government. [Queensland Kindergarten Funding Essentials, Long Day Care Services](#)
- ACECQA. [Information Sheet – Quality Area 6 Enrolment and Orientation](#) [accessed 18 October 2023].
- Education and Care Services National Law s175 *Offence relating to requirement to keep enrolment and other documents*
- Education and Care Services National Regulations:
 - Regulation 160 *Child enrolment records to be kept by approved provider*
 - Regulation 161 *Authorisation to be kept in enrolment record*
 - Regulation 162 *Health information to be kept in enrolment record*
 - Regulation 168 *Education and care service must have policies and procedures.*

Definitions

Eligible aged child	A child that turns 4 years old by June 30 in the year they attend kindergarten OR a child with delayed exit that is no older than 6 years and 6 months
Compulsory age to start school	6 years and 6 months
Acceptable evidence of a date of birth	<ul style="list-style-type: none"> • Birth Certificate • Passport • Medicare-issued immunisation history

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	<ul style="list-style-type: none"> • Other government issued document stating child's Date of Birth • Statutory Declaration certified by a Justice of the Peace stating child's full name and Date of Birth • Documentation provided by either a community elder(s) or other relevant community member citing child's full name and Date of Birth.
<p>Acceptable evidence of immunisation</p>	<ul style="list-style-type: none"> • Official record issued by the Australian Immunisation Register • Letter from a recognised immunisation provider i.e. General Practitioner or immunisation nurse. • Evidence must indicate a child's immunisation status is 'up to date' or 'not up to date' as per Queensland Immunisation Schedule. An up-to-date status includes cases where a child is on a recognised catch-up schedule or has a documented approved medical exemption. • Non-Australian government vaccination records are NOT recognised as approved documentary evidence. Parents/Guardians of children with non-Australian government vaccination records must seek advice of a General Practitioner or immunisation nurse to obtain evidence of immunisation.