

**\*\*\* 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 for 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](mailto:servicesupport@candk.asn.au) | 3513 2531.

## Step One: Waitlist

The centre Director (or their approved delegate) will:

- Maintain a centre waitlist in Kidsoft under Enrol.
- 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 Enrol. 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 as per Government [Queensland Kindergarten Funding Essentials, Sessional Kindergartens](#) requirements as described in the below table.
- Specify an 'offer expiry date' of 3 days when making enrolment offers.
- When centre utilisation has been low for two consecutive years, make enrolment offers for one group and then subsequent groups once the first group is full. Seek written confirmation from your Early Childhood Education Manager (ECEM) before making enrolment offers.
- When there has been a pattern of high utilisation across all groups and there is a substantial waitlist, make enrolment offers across all groups.
- Not provide priority to C&K employees. Priority of enrolments for C&K employees is provided at C&K Childcare Centres not kindergartens.
- Seek prior written approval of ECEM, Regional Manager and the Chief Operations Officer, before making enrolment offers in a manner inconsistent with this procedure.

The centre Director (or their approved delegate) will make enrolment offers as per the below conditions and in the following order:

Offer conditions	Priority order
<ul style="list-style-type: none"> <li>• Commence enrolment offers for the following kindergarten year when directed by C&amp;K Management.</li> <li>• When a vacancy exists, enrolment offers for the current kindergarten year can be made at any time.</li> <li>• In received date order of waitlist application.</li> <li>• Do not refuse an enrolment offer to an eligible-age child if kindergarten funding has been/is going to be claimed for that child by another approved kindergarten provider.</li> </ul>	1. Eligible-age children (children who turn 4 years by 30 June in the year they attend kindergarten) enrolment in one group at centre
<ul style="list-style-type: none"> <li>• All offers to eligible-age children (attending one group at kindergarten) on the waitlist have been finalised.</li> <li>• After the beginning of February of the kindergarten year. Earlier enrolment offers cannot not be made unless the centre has prior written approval of C&amp;K and the Department of Education.</li> <li>• When a vacancy exists, enrolment offers for the current kindergarten year can be made at any time.</li> <li>• In received date order of waitlist application.</li> </ul>	2. Eligible-age children (children who turn 4 years by 30 June in the year they attend kindergarten) wishing to enrol in second group at centre AND Non-eligible-age children

## Online Enrolment Offer Process

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

1. Centre Director (or their approved delegate) will make an enrolment offer via Kidsoft: Service > SP Features > Enrol.
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 Parent Portal 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 Parent Portal 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 > Enrol. 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 Sessional Kindergarten* 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 Enrol. 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 when 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, immunisation 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 be 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. Educators are required to follow the direction of the Triple 0 operator.
    - 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.
- Commence orientation activities for children (and their families) for the following kindergarten year commencing early Term/Quarter 4.
- 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](mailto:inclusion@candk.asn.au)) for access code to arrange a TIS interpreter (131450/tis@homeaffairs.gov). Free service for kindergarten programs.
- Share information listed on [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

Child/Enrolment Pattern	Kindergarten Funding Eligibility
Eligible age child enrolled at one C&K kindergarten; attends two kindergarten groups/programs (full time enrolment)	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> Group: Eligible for kindergarten funding.</li> <li>• 2<sup>nd</sup> Group: Not eligible for kindergarten funding; standard daily fee or higher.</li> </ul>
Eligible age child enrolled at 2 C&K Branch Kindergartens; attends two kindergarten groups/programs (full time enrolment)  OR Eligible age child enrolled at 2 centres: C&K Branch Kindergarten and C&K Affiliated Kindergarten; attends two kindergarten groups/programs (full time enrolment)	<ul style="list-style-type: none"> <li>• Parents/guardians nominate (via their child's <i>Enrolment Booklet/Online Form</i>) which centre will receive kindergarten funding.</li> <li>• Nominated Kindergarten; eligible for kindergarten funding.</li> <li>• Kindergarten not nominated; not eligible for kindergarten funding; standard daily fee or higher.</li> </ul>
Eligible age child enrolled at 2 centres: C&K Kindergarten and C&K Childcare Centre or C&K Extended Kindergarten; attends two kindergarten groups/programs (full time enrolment)	<ul style="list-style-type: none"> <li>• C&amp;K Kindergarten: Allocated kindergarten funding.</li> <li>• C&amp;K Childcare Centre OR C&amp;K Extended Kindergarten Program: kindergarten funding will not be claimed; standard daily fee or higher charged</li> </ul>
Non-eligible age child enrolled in a kindergarten program	<ul style="list-style-type: none"> <li>• Not eligible for kindergarten funding; standard daily fee or higher.</li> </ul>

- 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](#). Implementing a 'planned staggered start approach' is not permitted, as the annual kindergarten program provision of 600 hours cannot be met.

## Continuing children/families

- 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/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.
- Two weeks-notice period may not apply in certain circumstances, please refer to the [C&K Fee Policy](#).

## 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 (ChildcareNow) 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 to 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

- Queensland Government [Funding essentials for sessional kindergartens](#)
- Queensland Government [Queensland Kindergarten Funding Essentials, Sessional Kindergartens](#)
- 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

<b>Eligible aged child</b>	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
<b>Compulsory age to start school</b>	6 years and 6 months
<b>Acceptable evidence of a date of birth</b>	<ul style="list-style-type: none"> <li>• Birth Certificate</li> <li>• Passport</li> <li>• Medicare-issued immunisation history</li> <li>• Other government issued document stating child's Date of Birth</li> <li>• Statutory Declaration certified by a Justice of the Peace stating child's full name and Date of Birth</li> <li>• Documentation provided by either a community elder(s) or other relevant community member citing child's full name and Date of Birth.</li> </ul>



# NQS7 Governance and leadership Procedure Kindergarten Enrolment and Orientation (branch)

## Acceptable evidence of immunisation

- 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.