

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

**\*\*\* 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 and Delegation:** 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 (Enrolment Application)

### Centre Director/Nominated Supervisor will:

- Maintain a centre waitlist in Kidsoft under Enrol.
- Encourage and support parents/guardians (with their child) to visit centre prior to completing an online enrolment application.
- Explain to parents/guardians, completing an online enrolment application form does not guarantee an enrolment offer.
- Encourage and support parents/guardians to complete an online [Enrolment Application](#) by the via the enrol now tab on the C&K Website. Once an online enrolment application form has been submitted, information will automatically transfer to Kidsoft under Enrol. When a paper-based enrolment application is completed, enter details into Kidsoft on the same day the application is received.
- Review information shared by parents/guardians via the free-text box in the online enrolment application. A centre Director/Nominated Supervisor may consider an alternate enrolment offer approach that meet the needs of individual families e.g. face-to-face meeting to support family complete enrolment process and documents.
- Consider a child to be on the waitlist when a completed waitlist application has been received.
- Never charge a waitlist/enrolment application fee.

## Step Two: Making Enrolment Offers

### Centre Director/Nominated Supervisor will:

- Make enrolment offers as per Government [Queensland Kindergarten Funding Essentials, Sessional Kindergartens](#) requirements as detailed 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.
- Never prioritise C&K employees. Priority of enrolments for C&K employees is provided at C&K Childcare Centres, not at 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/Nominated Supervisor will make enrolment offers as outlined below:

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 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/Nominated Supervisor will** make an enrolment offer via Kidsoft: Service > SP Features > Enrol.
2. **Parent/guardian:**
  - Receives an automated email and SMS 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

### Paper/Written Enrolment Offer Process

1. **Centre Director/Nominated Supervisor will:**
  - Make a verbal enrolment offer and provide parent/guardian a paper/written *Enrolment Booklet, iDebitPro Form and Fee Policy* (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.

### Centre Director/Nominated Supervisor 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 by hand 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. When applicable, charge the non-refundable enrolment fee and apply payment. Refer to *Enrolment Fee Procedure*.
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. As soon as received, promptly sight and review enrolment records and documents, including medical, health and additional support needs/inclusion information **AND** complete the below actions. As per regulation 162(g), enrolment health information must be sighted/noted.

### When a child has a diagnosed medical condition

- Promptly schedule a formal meeting with parent/guardian to discuss their child's health needs and begin completing a *Medical Conditions Record / Complex Medical Condition Record*.
- Obtain a copy of child's current Medical Management Plan issued within the previous 6 months (first day of commencement) and authorised by a doctor.
- When a child has a complex medical condition, immediately notify your ECPA for assistance. Educator volunteers must complete specialised health procedure training.
- Finalise all *Medical Condition Procedure* tasks before the child commences.

### When a child has a diagnosed or suspected additional need

- Schedule 'play and stay' sessions to support transition.
- Promptly schedule a formal meeting with parent/guardian to discuss their child's additional support/inclusion needs. Begin completing an *Education Support Plan* and Risk Minimisation Plan.
- Request copies of diagnosis or specialist reports.
- Ask parents to complete a *Permission to Access Services to Support Inclusion Form*.
- As applicable, (with parent written approval via *Permission to Access Services to Support Inclusion Form*), observe child in and discuss strategies with the centres/services they are currently accessing e.g. ECDP, Autism Qld, Childcare, AEIOU etc.
- When applicable and available, complete the *C&K KISS Online Inclusion Form*.

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

When enrolment information or records have not been provided
<ul style="list-style-type: none"> <li>Promptly contact parent/guardian and instruct them to provide missing information/records i.e. proof of date of birth, immunisation, current Medical Management Plan, specialist diagnosis and reports, custodial records etc.</li> <li>Scan and upload all records to child's Kidsoft record.</li> </ul>
When a parent/guardian indicates they are claiming kindergarten funding at another centre for their eligible-age child
<ul style="list-style-type: none"> <li>Contact the parent/guardian to discuss and confirm their understanding and intention.</li> <li>Support a family's choice regarding which centre will be claiming kindergarten funding for their child.</li> <li>Never refuse the child's enrolment.</li> </ul>
When parent/guardian consent has not been provided for any item in the enrolment record
<ul style="list-style-type: none"> <li>Promptly contact parent/guardian to discuss and confirm their understanding/intention and share the following information:               <ul style="list-style-type: none"> <li>Delaying first aid treatment, may result in serious, even fatal health risks to children.</li> <li>Educators must follow <i>Administration of First-Aid</i>, <i>Exclusion Due to Illness</i> and <i>Centre and Child Incident Reporting</i> Procedures and directions of Triple 0 operators.</li> <li>Educators have current First Aid and emergency management of anaphylaxis and asthma training.</li> <li>C&amp;K are unable to accept an enrolment when a parent/guardian has not provided their consent for a C&amp;K employee to seek medical treatment for their child from a registered medical practitioner, hospital or ambulance service, and transportation of their child by an ambulance service.</li> <li>Sometimes a child experiences their first asthma/anaphylaxis medical emergency while in care. 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 <i>Asthma Australia</i> and <i>ASCI</i>.</li> </ul> </li> </ul>

## Step Four: Orientation

### Centre Director/Nominated Supervisor 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.
- Facilitate a team meeting to review children's health and inclusion needs. Discuss education support and risk minimisation plan strategies.

### Tailored Transition Plans for children with complex support/inclusion needs

C&K recognises that some children (and families) with complex support/inclusion needs may benefit from a tailored transition plan when starting kindergarten. A tailored transition plan may involve a child attending kindergarten at reduced hours or days, starting and finishing kindergarten at a later or earlier time or a parent/guardian staying with their child for a defined period of time, to accommodate a child's and family's specific additional support needs. Such a plan must be made in agreement with the family and documented in the child's ESP.

Implementing a 'staggered start approach applied across groups of children', without consultation with and agreement of individual parents/guardians and the ECEM/ECPA, is **not permitted**, as the annual kindergarten program provision of 600 hours cannot be met.

### Step 1: Centre Director/Nominated Supervisor will during orientation, prior to a child commencing:

- As outlined in this procedure (page 2); promptly sight and review enrolment records and documents as soon as they received to identify children who (may) have additional support needs.
- Meet with parent/guardian to discuss their child's additional support needs and transition into kindergarten. When appropriate, discuss options for a tailored transition plan.
- In consultation and agreement with ECEM/ECPA and the child's parent/guardian, confirm (via email to parent/guardian) the child's tailored transition plan for a defined period of time, and record in child's ESP. Plan must include a review date, and a plan to gradually increase hours of attendance.
- Schedule a transition plan review meeting with child's parent/guardian.



## Step 2: Centre Director/Nominated Supervisor will, after child has commenced:

- As per agreed in the tailored transition plan, meet with parent/guardian to discuss and review their child's additional support needs and transition into kindergarten.
- In consultation and agreement with ECEM/ECPA and the child's parent/guardian, confirm (via email to parent/guardian) any updates and changes to the child's tailored transition plan, and record in child's ESP. Then updated plan must include a review date, and a plan to gradually increase hours of attendance.

## 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.

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) <b>OR</b> 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>

## 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

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

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>
<b>Acceptable evidence of immunisation</b>	<ul style="list-style-type: none"> <li>• Official record issued by the Australian Immunisation Register</li> <li>• Letter from a recognised immunisation provider i.e. General Practitioner or immunisation nurse.</li> <li>• 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.</li> <li>• Non-Australian government vaccination records are <b>NOT</b> 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.</li> </ul>