





Creating Parents/ **Guardians and Children**

Parent, Guardians and Children records can be created within the Software.

This tip sheet will walk you through:

- Creating Parents/ Guardians
- Creating children
- Children's Flags
- Linking a Parent and Child
 - o Option 1 Linking through the Parent record
 - o Option 2 Linking through the Child record
- Troubleshooting

Summary

Creating Parents/Guardians

- 1. Click on Childcare menu
- 2. Select parents/ Guardians
- 3. Click Create
- 4. Complete the Parent/ Guardian details (minimum * mandatory fields)
- 5. Click Save
- 6. Complete other tabs where required (e.g. partner, contacts)
- 7. Click Save

Creating Children

- 1. Click on Childcare menu
- 2. Select Children
- 3. Click Create
- 4. Complete the child details (minimum * mandatory fields)
- 5. Click Save
- 6. Complete other tabs where required (e.g. needs, medical)
- 7. Click Save







Summary cont.

Linking a Parent and Child

Option 1 – Link through the Parent record

- 1. Click on the childcare menu
- 2. Select parent/guardians
- 3. Find the parent using the search options
- 4. Click edit to go into the Parent record
- 5. Click on the children tab
- 6. Click assign a child
- 7. Select child
- 8. Click save

Option 2 – Link through the Child record

- 1. Click on the childcare menu
- 2. Select children
- 3. Find the child using the search options
- 4. Click edit to go into their record
- 5. Click on the guardian tab
- 6. Click assign a guardian
- 7. Select parent/guardian
- 8. Click save







Detailed

Creating Parents/Guardians

To access Parents/ Guardians and to create new Parents/ Guardians, you will need to navigate to the **Child Care** menu and select **Parents/ Guardians**:

ame		Parents/Guardians				
DASHBOARD		Children Parent Feedback				
Work Centre	-	Fee Schedules				
Welcome to your Work Centre.		ACCS CCMS Enrolments CCS Enrolments				
Daily Care	Children	CCS Entitlements Enrolment Confirmation	e-Signatures	Parent Feedback	Messages	EOL
		Inclusion Support Cases IS Innovative Solution Cases Bookings	ø	2		2
Children	Roll (Wait List e-Signatures	Parent Portal			
29 Active Children	4	Roll Call Rooms and Programs	<u>k</u>			
	_					
		Copyright © 2021 Redbourne. All F	lights Reserved. 3.1.0.17484	Child Care Central soft	ware License Agreement	

The following window will appear:

JARD	IANS							Email Guard	dians 🛛 🛈 C
Search Current S	Keyword earch Options: Status: Acti	• Search	Reset					Disp	laying 20 out o
Code	First Name	Surname	Children	Email	Phone	Mobile	Work	Active	
70	Jenna	McNally	Alison McNally	tester3@redbourne.com.au	073251000000			Yes	Ed Ed
25	Jenny	Smith	Nelson Smith, Child test	tester1@redbourne.com.au	074448888			Yes	🖉 Ed
49	Jilly	Ronaldson	Milly Ronaldson	tester1@redbourne.com.au	0788889999	0411222333	0788884444	Yes	
94	Joshua	Triumphs	Childers Triumph	info@harmonyweb.com.au	0712345678	0411222333		Yes	E Ec
95	Joshua	Richardson	Joshyuwa Richardson	info@harmonyweb.com.au	0712345678	0411222333		Yes	E Ec
86	Joshua2	Richardson	Reeces Richardson	info@harmonyweb.com.au	041111111			Yes	🖉 Ed
24	Julia	Gulia		tester1@redbourne.com.au				Yes	DA EX

To begin creating a new Parent/Guardian record, you will need to click the **Oreale** button.







This will open the Create a Parent/Guardian window, where you may enter the Parent/Guardians general details:

Personal Details			Address Details	
Personal Details			Residential Address	
First Name *	Middle Name	Surname *	Number/Street	Suburb
Date Of Birth *	CRN	IsActive YES	State Postcode Select *	
Contact Details			Postal Address	
Email	Do Not Email R	eports	Copy residential address Number/Street	Suburb
Phone	Mobile			
			State Postcode	
			NO Send correspondence to the Postal Address	
Other				
Registration Date	Guardian Type	Employment Status		
	Select •	Select •		
Work Place	Work Phone	Occupation		
Country of Birth	Ethnic Group	Primary Language		

This will give you access to additional tabs within the record which you may use to record further details.

ome Family Guardians E	dit						
Details Children Subsidies	CCMS Settings Ren	minders Partner	Contacts	Bank	Notes	e-Signature	
Personal Details						Address Details	
						Number/Street 123 ABC Street	Suburb
						State Postcode QLD * 4032	
Change Remove	Middle Name	Surname *				Postal Address Copy residential address	
Hayley		Gilles				123 ABC Street	Chermside
Date Of Birth * 25/08/1976	CRN 123456789a	IsActive YES				State Postcode QLD v 4032	
Contact Details Email havlev@test.com.au	Do Not	Email Reports				NO Send correspondence to the Postal Address	

Children: Will display the active children linked to the parent. If you click on the child's name this will take you to view the child's record

Subsidies: This will automatically update with the CCSS entitlements information after you submit your first lot of session reports







CCMS Settings: This field is no longer required under CCSS

Reminders: Enter any reminders that you wish to be reminded about on this tab e.g court orders. You will not receive a notification however it will appear on reports

Partner: Enter in the Partner details

Contacts: Enter any contacts that are authorised to either speak to in emergency situations or collect the child if you cannot contact the parent.

Bank: Only entered for b-pay clients in certain situations. Contact our support line if you require more information.

Notes: Any notes you wish to enter about the family.

e-Signature: This is where you can generate a pin for the main parent if you have e-Signatures activated.

Once a Parent/Guardian has been successfully created, their record will appear on the main Parent/Guardians Page.

If you wish to go into the parents record to make changes or add additional information at any stage then you will first search for the parent via the search

keyword -

option.

Once you have found the parent click Edit

Code	Surname O	First Name	Children	Email	Phone	Mobile	Work	Active	
12	Potter	James	Harry Potter					Yes	Edit 👻

Make updates as necessary and click Save







Creating Children

To access Child records and to create new Children, you will need to navigate to the **Child Care** menu and select **Children**:

Demonstration Site - Redbourne C	hild Care Centre	Child Care Process	sing • Accounts •	Reports • Quality •	Program & Practices Adm	in ▼	Support
lame		Parents/Guardians					
DASHBOARD		Children Parent Feedback					
Work Centre		Fee Schedules	_				
Welcome to your Work Centre.		ACCS CCMS Enrolments CCS Enrolments					
Daily Care	Children	CCS Entitlements Enrolment Confirmation	e-Signatur	res	Parent Feedback	Messages	EOL
°¶ ■ © ⊨=		Inclusion Support Cases IS Innovative Solution Ca Bookings	ases		2		_
Children	Roll (CCS Fee Estimator Wait List e-Signatures	Parent Por	[
Ť	-	Children In Care Roll Call Rooms and Programs	<u>k</u>				
29 Active Children							
		Copyright @ 2021 Redbour		.0.17484 Chil Experts	d Care Contral sof		

To begin creating a new Child record, you will need to click the • create button.

This will open the following window where you may enter the Child's general details:

	ATE A CHILD							
	Person Details					Disability/Special Needs		
	Personal Details					Disability Datalis		
						Child has a closebility?	Date service became aware	
						NO		
						Comments		
	inal Name *	Middle Name		Sumarra *		Special Needs Details		
						Child has special needs?	Date service became assare	
	Date Of Beth *	Gentler *		holetive		NO		
Name National Image: Second		Select	*	YES		Comments		
	CRIM	Medicare Number		HealthCard Number				
Name Ange Andrage Ange Bandhame Statk Image								
Bald. Implementation Bald. Implementation 219 0201 Implementation 219 0201 Implementation One model roll balance* Implementation Implementation Implementation	School Status	Apply School Age % From		School Name				
landa ban ada wang kataga banga bang	Select	*						
	Shart Dade	Stop Care (This will end date any	bookings)	Priority Of Access *				
Conclude for Galaxier'	27/10/2021			Select	~			
Less Of an * Less Okup* Austria * Causain * * Mana Austria * Mana * Mana Austria * Mana * Mana Austria * Mana Austria * Mana Austria * *	e Your Child in Out of Hame care?							
Decomp (Date) Eater Grage* Australa Australa Australa Magness Elbar* Inter Lessage* Head August of 15 lisoider Explain V								
Class Of Bin* End Ougs* Avanta Avanta Avanta Avanta Namba Avanta Namba Avanta Namba Namba <	Ethnicity							
Australia Australia Independentiation Prever Language* Next Advances Engeins	Country Of Birth *		Ethnic Group *					
happman false* Preve Leepage* Net Adargene for TS lander V Explore results	Australia	~	Australian		~			
NetAbargenia nor TS labardar V Englin V	ndgeroux Status*		Primery Language *					
	Not Aboriginal nor TS Islander	×	English		~			
nutes								
1/1/2								

This page will let you record the Child's personal details, ethnicity and disability/special need details. You may also record notes if required.







All mandatory fields are indicated with a red asterisk \star .

Once you have entered the required fields, you will need to click the button.

This will give you access to additional tabs within the record which you may use to record further details:

eneral Details Subsidies Needs	Immunisations Medical	Medications Authorisation	Alerts Order	rs Pre-School	Booking	s Guardians	CCMS Enrolments	CCS Enrolments	Docs Portfol	io Timeshe	eets Rooms	
Person Details						Disability	//Special Needs					្រាន
Personal Details						Disability Detail	ls					
						Child has a disabilit	ty?	Date service be	came aware			
Ser 10						NO						
						Comments						
Change Remove						Special Needs	Details					
First Name *	Middle Name	Surname	•			Child has special n	eeds?	Date service be	came aware			
Lena	8	Conno				NO						
Date Of Birth *	Gender *	IsActive				Comments						
29/00/2017	Female	v YES										

Subsidies: No longer required under CCSS

Needs: Any extra needs the child requires e.g physical, intellectual.

Immunisations: Record the child's immunisation history here

Medical: Doctor, dentist information along with recording medical conditions like: asthma, diabetes, anaphylaxis etc.

Medications: If the child is on any medications this can be recorded

Authorisations: Record if the parent allows or denies specific authorisation questions e.g. allowing photographs to be taken.

Alerts: Allergy, Behaviour Access/Other options to record any alerts. This won't create an alert in your system.

Orders: Record if the parent has any court or parenting orders along with parenting plans.

Pre-School: Can be used to record where and when the child attends preschool. However also needs to be marked on the booking. Please see the tip sheet called **Preschool**

Bookings: Where you can create, edit or view the child's booking. For more information please see the tip sheet called **Bookings**

Guardians: Will display the active parents linked to the child. If you click on the parent's name this will take you to view the parents record





CCMS Enrolments: No longer required under CCSS

CCS Enrolments: Where you can create, update and view CCSS enrolments. For more information please see the tip sheet called **Creating a CCS enrolment**.

Docs: This is where you can store any documents that relate to the child. i.e. Enrolment forms

Portfolio: Observations made through programming and practices module will feed into this tab

Timesheets: Will display a complete history of session reports submitted to CCSS

Rooms: No information is required on this tab

Once a child has been successfully created, their record will appear on the main child's page.

If the family has multiple children, repeat this step for each additional child.

If you wish to go into the child's record, if you need to make changes or add additional information at any stage then you will first search for the child via the

	Search Keyword	-
search keyword	- Second and a second s	

option

Once you have found the child click Edit

Code	Surname O	First Name	Guardians	Age	CRN	Active	` .
113580	Aledcoa	Alison	Xabi Aledcoa	3y 1m		Yes	Edit Q View

Make updates as necessary and click Save

<u>Children's Flags</u>

Children's flags will generate the Children's tile.

There are two icons:

- Safety
- 🏾 Medical

The Safety Flag is linked to any details recorded in the Child's Order tab.

The Medical Flag is linked to the Child's General Details and Medical tab.





Linking a Parent and Child

Once you have created the parent/guardian and child, you can link them together.

There are 2 different ways to link a parent and child together:

- 1. Link through the parent record
- 2. Link through the child record

Option 1 – Link through the Parent record

While in the parent record navigate to the Children tab

Click Assign a child

LIOTT CON	NOR										🖂 🏭 Q 🔡 Sav
etails Children	Subsidies	CCMS Settings	Reminders	Partner	Contacts	Bank	Notes	e-Signature	redPAY Payment Options		
											Assign a Child
Child			Age		CRN		Fore	cast CCR		Scanner Code	
Connor, Lena			3y 2m				Yes			0001-01	Edit Obiete
Connor, Enzo			4y 4m				Yes			0001-02	📝 Edit 🦲 Delete

The following will appear:

New Child				
Child				
				T
			Cancel	Save

Select the child from the drop-down menu and click **Save**. The parent and child will now be linked.

NOTE: You may assign multiple children by following the same process.







Option 2 – Link through the Child record

While in the child record navigate to the **Guardians** tab.

Click Assign a Guardian

eneral Details	Subsidies	Needs	Immunisati	ons Medical	Medicatio	ns Authori	sations Alerts	Orders	Pre-School	Bookings	Approved Booking Change Requests	Guardians	CCMS Enrolments	CCS Enrolments	Lev
ocs Portfol	24 Hour C	are Ti	mesheets	Approved Holida	y Periods	File Notes							~		
															o
														• Assign a C	Guard
														Assign a	Guaro
No guardian														• Assign a C	Guard
No guardian This child ha	not yet been a	ssigned ar	ny guardians.											Assign a	Guard

The following window will appear:

New Guardian			
Guardian			Ţ
		Cancel	Save

Select the parent from the drop-down menu and click **Save**. The parent and child will now be linked.

NOTE: You may assign multiple guardians to a child who is registered for care at your service.







CREATING PARENTS AND CHILDREN

Troubleshooting

Issue: I cannot find the parent when trying to link to the child / I cannot find the child when trying to link to the parent.

Why? This means that the record either hasn't been created or is inactive.

Resolution:

- If the record has not been created, please follow the steps within this tip sheet to create the parent and/or child record first.
- If the record is inactive you will need to make it active before you can create the link. Follow the steps below to make it active again:
 - 1. If the parent is inactive, go to childcare parents If the child is inactive, go to childcare – children
 - 2. In the search keyword box:
 - a. Type in the child's first or last name
 - b. Drop down the menu box, change show all to Inactive
 - c. Click Search

Search Keywor	d		Search	Reset
Other Options				
Show All				
Active		~	<u> </u>	
All			T	
Active				
Inactive				
First name	Surname			

- 3. Click Edit
- 4. On the general details tab turn the **IsActive** button to YES and save.
- 5. The record is now active, and you will now be able to link the parent/child record together.







Issue: I am creating a child and it's saying the record already exists

CREATE A CHILD			III E Save
We've found existing records with a similar name or CRN. Do) you mean one of the children in the table below? If so, just click yes next to their name	and you will be taken to their record.	
Name	CRN	Date of Birth	Select
Het Mehta		11/11/2016	Yes
Bhhuik Testing h		2/12/2019	Yes
Heath Henderson		15/08/2017	Yes
Bess Richardson		22/06/2015	Yes
Milly Bonaldson		25/08/2018	Ves

Why? When creating a child, the software will check the Date of Birth and CRN numbers against active and inactive records already in your site. If there is a match we will display a list of existing records with the same/similar information

Resolution:

- If it is the same child select yes, and you will be taken to the exiting child record
- If it is not the same child just click on save, and it will create a new child record.

Issue: I am creating a parent and it's saying there is a Guardian with the same CRN



Why? When creating a parent, the software will check the CRN numbers against active and inactive records already in your site. If there is a match, the error above will display.

Resolution: Each CRN is unique and therefore you do already have a parent with this CRN in the system. This either means that the parent has attended your service before or, the parent has given you the wrong CRN number.

If the family/parent has been with you before, you can search your existing records and make the parent active again. Therefore you do not need to create a new record.

Follow the steps below to make it active again:

- 1. If the parent is inactive, go to childcare parents
- 2. In the search keyword box:







- d. Type in the child's first or last name
- e. Drop down the menu box, change show all to Inactive
- f. Click Search

Search Reywor	u	Gearch	Heset
Other Options			
Show All			
Active		~	
All			
Active			
Inactive			
First name	Surname		

- 3. Click Edit
- 4. On the general details tab turn the **IsActive** button to YES and save.
- 5. The record is now active and you will now be able to link the parent/child record together.