

# ENROLMENT CONFIRMATION

The primary objective of the Enrolment Confirmation process is to provide the parent/guardian written confirmation of their child's enrolment. This functionality meets the government requirement where childcare service providers **MUST** obtain a written agreement (Complying Written Agreement, or CWA) from the parent/guardian prior to creating the Child Care Subsidy System (CCSS) enrolment.

Every time there is a change to the arrangement for care, your Service **MUST** obtain another signed CWA (*see p35 of Child Care Provider Handbook*).

The tip sheet will guide you through:

- Sending Confirmation
  - Individual Confirmations
    1. Booked Care
    2. Casual Care
  - Bulk Confirmations
- Parent Requirement
- Actions
- Searching
- Troubleshooting

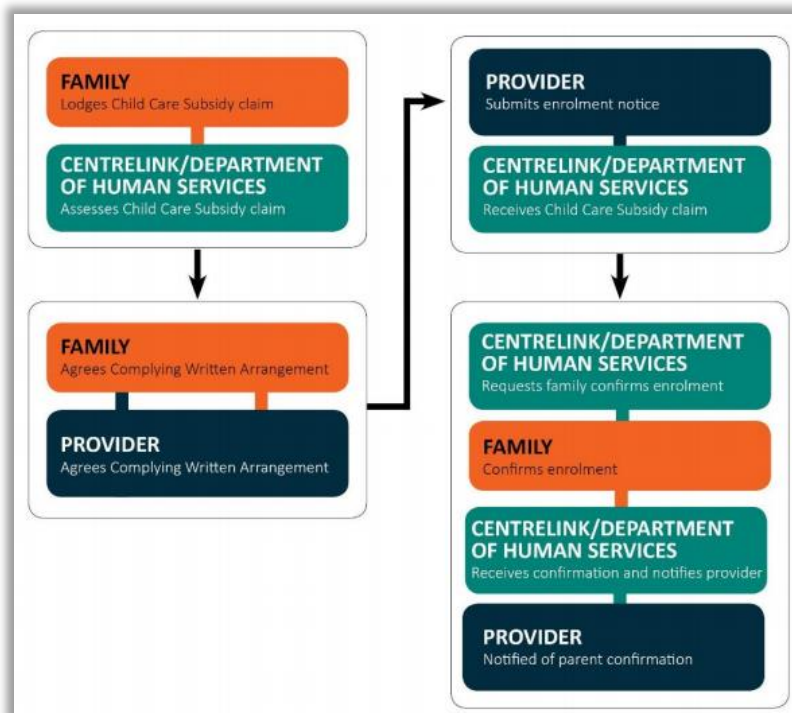
## Summary

1. Click on childcare menu
2. Select Enrolment Confirmation
3. Click on Create New Enrolment Confirmation
4. Select the applicable child and parent/guardian
5. Under As of Current/Future Dated Booking select either 'As of Current Bookings' or another booking date and click Next
6. If you wish to add additional text, select Include Free Text Fee/Website Information
7. Enter any required free text then click Save and Send

# ENROLMENT CONFIRMATION

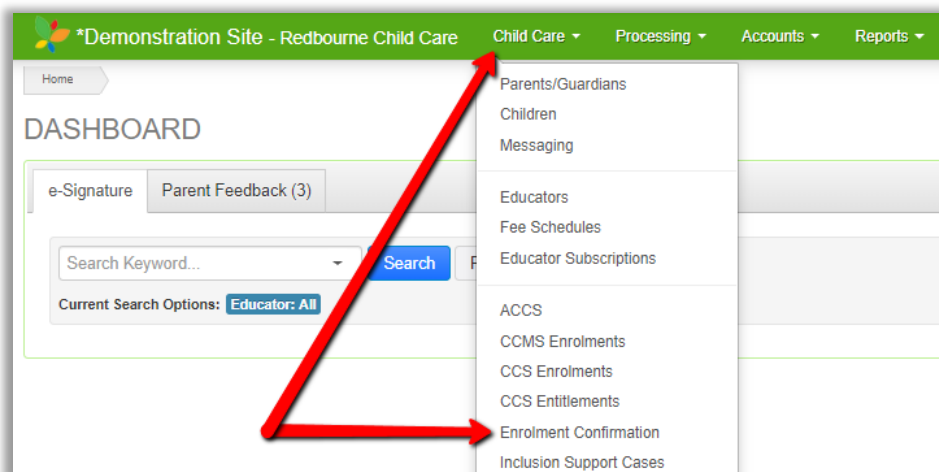
## Detailed

Enrolment process:



*Child Care Provider Handbook, v2 June 2019 p38*

Navigate to the Child Care menu and select Enrolment Confirmation:

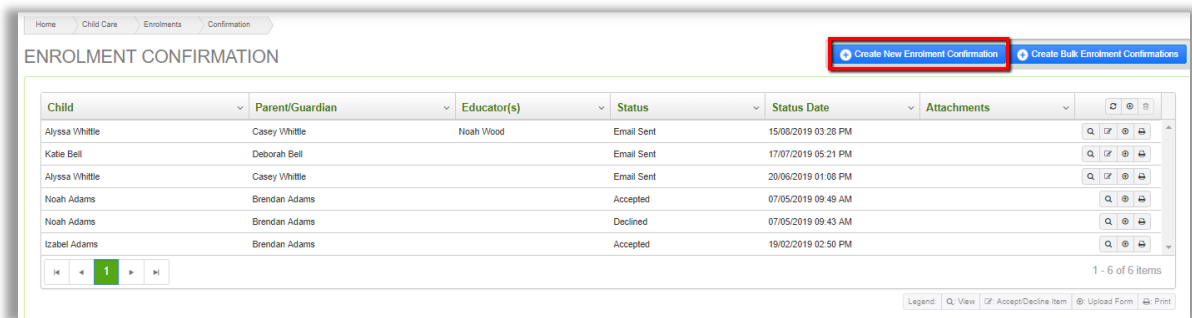


# Detailed cont.

Enrolment confirmation notices can be sent from the application in bulk or individually via the **blue** action buttons Create new enrolment confirmation or Create bulk enrolment confirmation.

## Individual Confirmations

If sending out the enrolment to an individual child, click on Create New Enrolment Confirmation:



You will be asked to select the applicable **child** and **parent**.

*NOTE: If there is only one parent linked to the child the parent will automatically prefill*

As of Current/Future Dated Bookings will show current and future bookings, you then select which booking you want to create the confirmation for then click **Next**:

**Create Enrolment Confirmation**

**Step 1: Select Approval, Child & Parent/Guardian**

Approval:

Child:

Parent/Guardian:

As of Current/Future Dated Booking:  


- 30/09/2019 Room: Koala
- As of Current Bookings

The system will auto populate the data.

# Detailed cont.

## Booking with Sessions

**Create Enrolment Confirmation** ✕

**Step 2: Review, Save & Send Enrolment Confirmation**

Use Fees From Booking Template?  
  Include Free Text Fee/Website Information?

Approval:      
 Booking Start Date:

Child:      
 Parent/Guardian:

Is Care on a Routine Basis?  
 Is Care on a Casual Flexible Basis?  
 Routine sessions with casual care permitted

Parent/Guardian Email:

If an active child booking exists within the Agreement Date, the 'Is Care on a Routine Basis' flag should be checked.

If no active booking exists within the Agreement Date, the 'Is Care on a Routine Basis' flag should *not* be checked.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
<b>Week 1 Sessions</b>	3pm-6pm		3pm-6pm		3pm-6pm			
<b>Total Hours</b>	3.00		3.00		3.00			9.00
								<b>Total Fee: \$360.00</b>

Note: Fees are subject to change. Total Fee is before child care subsidy reduction.

**Note:** An email will be sent to [help@kindcare.com.au](mailto:help@kindcare.com.au) that will enable the parent/guardian to sign the Enrolment Confirmation.

If the child has a permanent booking the system will automatically mark Routine sessions with casual care permitted.

- Is Care on a Routine Basis?
- Is Care on a Casual Flexible Basis?
- Routine sessions with casual care permitted

## Detailed cont.

The booking sessions will display the **start and end time**, **total hours** of care along with the total weekly **childcare fee**. If your service charges Levies in addition to the childcare fee, these levies will also be shown.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
<b>Week 1 Sessions</b>	3pm-6pm		3pm-6pm		3pm-6pm			
<b>Total Hours</b>	3.00		3.00		3.00			9.00
								<b>Total Fee: \$360.00</b>
<small>Note: Fees are subject to change. Total Fee is before child care subsidy reduction.</small>								

*NOTE: Select the 'Include Free Text Fee/Website Information' button. The system will then display free text box in which the message can be recorded if you wish to add additional information. This is useful to services who have complex casual fee schemes or casual fees which differ to routine fees.*

**Create Enrolment Confirmation** ✕

**Step 2: Review, Save & Send Enrolment Confirmation**

Use Fees From Booking Template?
  **Include Free Text Fee/Website Information?**

Free Text Fee/Website Information

Please refer to our fees policy.

Approval:

Test Approval

Child:

Bradyn Buck

**Select the text box option then enter the free text**

If you are happy with the information click Save and Send

The parent will receive an email with this information:

# Detailed cont.

Dear Ethen ,

We are required to obtain your written confirmation to enrol your child with the new government child care subsidy system.

What you need to do:

1. Please click on the "I Agree" button below to enable us to enrol your child with our Service. If the information is not correct or not what you understand the agreement to be, then click the "I Decline" button and the system will ask you to record a reason
2. You may need to go to your myGov account to accept the enrolment in order for subsidies to be paid.

Child Name: Bradyn Buck  
Child DOB: 01/01/2004  
Contact Number(s):  
Booking Start Date: 30/09/2019

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Week 1 Sessions	3pm-6pm		3pm-6pm		3pm-6pm		
Booking:	Week 1 Fees	Total Fee: \$360.00					

**Note: Fees are subject to change. Total Fee is before child care subsidy reduction.**

Please select one of the options below to either agree to or decline this enrolment information:

- Select this option to *confirm* this enrolment information

- Select this option to *decline* this enrolment information

Regards,  
Test Approval

For more detail on how the parent can accept/decline this information please see the section called [Parent Requirement](#)

## Casual Care

If there is no booking you will notice a few differences:

- 1- The system will automatically choose **Include Free Text Fee/Website Information**.
- 2- The system will assume the care is Casual

# Detailed cont.

**Create Enrolment Confirmation** ✕

**Step 2: Review, Save & Send Enrolment Confirmation**

Use Fees From Booking Template?  Include Free Text Fee/Website Information?

Free Text Fee/Website Information

Please refer to our fees policy

Approval:  Booking Start Date:

Child:  Parent/Guardian:

Is Care on a Routine Basis?  
 Is Care on a Casual Flexible Basis?  
 Routine sessions with casual care permitted

Parent/Guardian Email:

If an active child booking exists within the Agreement Date, the 'Is Care on a Routine Basis' flag should be checked.

If no active booking exists within the Agreement Date, the 'Is Care on a Routine Basis' flag should *not* be checked.

Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
No active booking exists for this child.							

**Note:** An email will be sent to [support@childcarecentral.com.au](mailto:support@childcarecentral.com.au) that will enable the parent/guardian to sign the Enrolment Confirmation.

If you are happy with the information, click **Save and Send**. The parent will then receive an email with this information.

**Enrolment for Francisco**

 [noreply@redbourne.com.au](mailto:noreply@redbourne.com.au)  
To: Child Care Central Support

Dear Melinda,

We are required to obtain your written confirmation to enrol your child with the new government child care subsidy system.

What you need to do:

- Please click on the "I Agree" button below to enable us to enrol your child with our Service. If the information is not correct or not what you understand the agreement to be, then click the "I Decline" button and the system will ask you to record a reason
- You may need to go to your myGov account to accept the enrolment in order for subsidies to be paid.

Child Name: Francisco Gunn  
Child DOB: 02/05/2015  
Contact Number(s):  
Booking Start Date: 04/01/2021  
Booking: No active booking exists for this child.  
Note: Please refer to our fees policy

Please select one of the options below to either agree to or decline this enrolment information:

**I Agree** - Select this option to confirm this enrolment information

**I Decline** - Select this option to decline this enrolment information

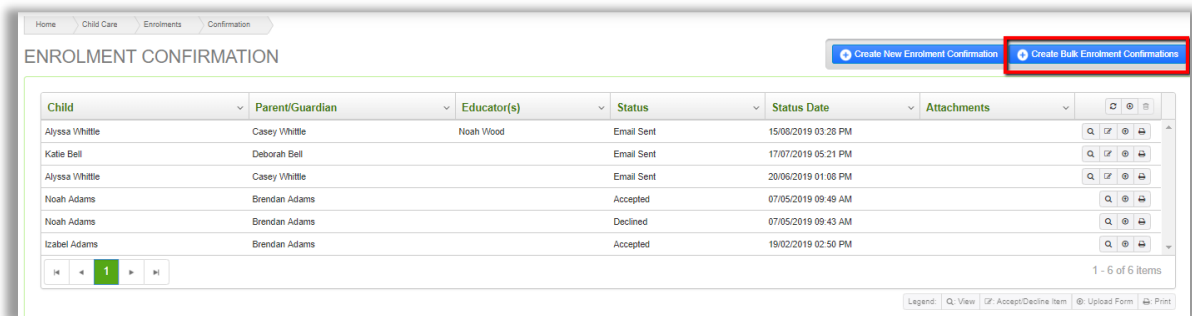
Regards,  
Red Early Learning Centre

# Detailed cont.

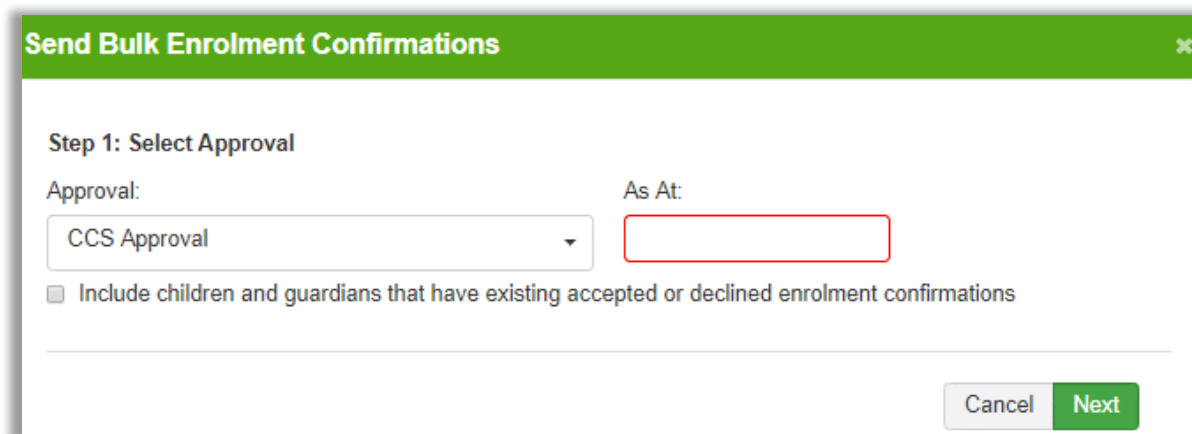
For more detail on how the parent can accept/decline this information please see the section called [Parent Requirement](#)

## **Bulk Confirmations**

There is an option to send out enrolment confirmation notices in bulk. To use this option, click on **Create Bulk Enrolment Confirmations**:



The following screen will then open where you will then select an **As At** date then click **Next**:



The following screen will then appear:



# Detailed cont.

**Send Bulk Enrolment Confirmations** ✕

**Step 2: Select Enrolment Confirmations to Send**

Approval:  As At:

Include children and guardians that have existing accepted or declined enrolment confirmations

Filter By Room:  Filter By Program:

<input type="checkbox"/>	Child	Guardian	Last Booking/Fee Activity Date	Last Enrolment Confirmation
<input type="checkbox"/>	Bradyn Buck	Ethen Buck	24/09/2019 <i>New</i>	
<input type="checkbox"/>	Caleb Jones	Jennifer Griffiths	03/09/2019	
<input type="checkbox"/>	Caleb Jones	Letty Jones	03/09/2019	
<input type="checkbox"/>	Elizabeth Jones	Jennifer Jones		
<input type="checkbox"/>	Ella Dalton	Yazmin Dalton	08/07/2019	
<input type="checkbox"/>	Hayden Buck	Ethen Buck	08/07/2019	
<input type="checkbox"/>	Izzy Charles	Christina Charles	15/08/2019	

Items marked *New* are booking templates created within the last 14 days

Don't Create for Items Already Sent Today

As a default, all 'Active' children without an enrolment confirmation created will be included in the default.

There is scope to filter this list, by room or program.

Use the check box to mark or unmark children, tick the checkbox in the heading to select or deselect all children:

## Detailed cont.

<input type="checkbox"/>	Child	Guardian	Last Booking/Fee Activity Date	Last Enrolment Confirmation
<input type="checkbox"/>	Alyssa Whittle	Casey Whittle	03/09/2019 <i>New</i>	15/08/2019
<input type="checkbox"/>	Emilia Jones	Enzo Jones	30/08/2019 <i>New</i>	
<input type="checkbox"/>	Flynn Whittle	Casey Whittle	30/04/2019	
<input type="checkbox"/>	Katie Bell	Anna Blue	27/08/2019 <i>New</i>	
<input type="checkbox"/>	Melanie Butler	Charles Butler	27/08/2019 <i>New</i>	
<input type="checkbox"/>	Melanie Butler	Brendan Adams	27/08/2019 <i>New</i>	
<input type="checkbox"/>	Talia Bell	Anna Blue	27/08/2019 <i>New</i>	

Once you have selected the data required click Save and Send

The parent/guardians will then receive an email with this information.

### Parent Requirement

The parent/guardian will receive an email from your service asking them to either 'Agree' or 'Decline' the enrolment. Please see the sample email below:

Dear Ethen .

We are required to obtain your written confirmation to enrol your child with the new government child care subsidy system.

What you need to do:

- Please click on the "I Agree" button below to enable us to enrol your child with our Service. If the information is not correct or not what you understand the agreement to be, then click the "I Decline" button and the system will ask you to record a reason
- You may need to go to your myGov account to accept the enrolment in order for subsidies to be paid.

Child Name: Bradyn Buck  
 Child DOB: 01/01/2004  
 Contact Number(s):  
 Booking Start Date: 30/09/2019

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Week 1 Sessions	3pm-6pm		3pm-6pm		3pm-6pm		

Booking: Week 1 Fees **Total Fee: \$360.00**

*Note: Fees are subject to change. Total Fee is before child care subsidy reduction.*

Please select one of the options below to either agree to or decline this enrolment information:

- Select this option to confirm this enrolment information

- Select this option to decline this enrolment information

Regards,  
 Test Approval

The email contains the mandatory minimum information as specified by the government's CWA requirements.

If the parent selects the **I Agree** button from the email (shown above), the system will present the following screen for the parent to **record his/her name** then click **submit**:

# Detailed cont.

**Enrolment Confirmation for Alyssa**

**Submission Details**

Select Option:  
 Accept Enrolment  Decline Enrolment

Enter Your Name:

By accepting this enrolment, you are also confirming the contact details on the enrolment received for this enrolment confirmation are correct.

**Submit**

Please review the "Review Enrolment Details" section below then choose "Accept Enrolment" or "Decline Enrolment" in the "Submission Details" section. Depending on the option you select, you may be asked to provide more information. When you are finished don't forget to click the Submit button!

**Review Enrolment Details**

Is Care on a Routine Basis? 
  Is Care on a Casual Flexible Basis? 
  Routine sessions with casual care permitted

**Bookings:**

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Week 1 Sessions	7am-8:30am, 3pm-6:30pm	7am-8:30am, 3pm-6:30pm		7am-8:30am, 3pm-6:30pm	7am-8:30am, 3pm-6:30pm			
Total Hours	5.00	5.00	0.00	5.00	5.00	0.00	0.00	20.00 Hours
								Total Fees: \$220.00

Note: Fees are subject to change. Total Fee is before child care subsidy reduction.

If the parent selects the **I Decline** button from the email, the parent will then need to enter a reason as to **why** they are declining before they click on **submit**.

**Enrolment Confirmation for Alyssa**

**Submission Details**

Select Option:  
 Accept Enrolment  Decline Enrolment

Provide Details for Declining the Enrolment:

**Submit**

Please review the "Review Enrolment Details" section below then choose "Accept Enrolment" or "Decline Enrolment" in the "Submission Details" section. Depending on the option you select, you may be asked to provide more information. When you are finished don't forget to click the Submit button!

**Review Enrolment Details**

Is Care on a Routine Basis? 
  Is Care on a Casual Flexible Basis? 
  Routine sessions with casual care permitted

**Bookings:**

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Week 1 Sessions	7am-8:30am, 3pm-6:30pm	7am-8:30am, 3pm-6:30pm		7am-8:30am, 3pm-6:30pm	7am-8:30am, 3pm-6:30pm			
Total Hours	5.00	5.00	0.00	5.00	5.00	0.00	0.00	20.00 Hours
								Total Fees: \$220.00

Note: Fees are subject to change. Total Fee is before child care subsidy reduction.

## Mobile friendly notifications

The confirmation page viewed by the parent will render on any computer screen or mobile phone. See the mobile phone version (right).

**Enrolment Confirmation for Darcy**

**Submission Details**

Select Option:  
 Accept Enrolment  Decline Enrolment

Enter Your Name:

**Submit**

Please review the "Review Enrolment Details" section below then choose "Accept Enrolment" or "Decline Enrolment" in the "Submission Details" section. Depending on the option you select, you may be asked to provide more information. When you are finished don't forget to click the Submit button!

**Review Enrolment Details**

Is Care on a Routine Basis? 
  Is Care on a Casual Flexible Basis? 
  Routine sessions with casual care permitted

**Bookings:**

**Week 1 Sessions**

**Monday**  
8am-6pm

**Wednesday**  
8am-6pm





**Total Fees**  
Levies: \$30.00 Subsidies: \$0.00 Total Fees: \$200.00

# Detailed cont.

## Actions

Within the enrolment confirmation screen each confirmation created will have actions available:

Child	Parent/Guardian	Status	Status Date	Attachments
Francisco Gunn	Melinda Gunn	Email Sent	04/01/2021 02:46 PM	[Action Icons]
Jamilla Martins	Sherry Martins	Accepted	23/09/2020 11:51 AM	[Action Icons]
Mairia Lloyd	Haidie Lloyd	Accepted	23/09/2020 11:50 AM	[Action Icons]
Pete Landon	Jessica Landon	Accepted	23/09/2020 11:50 AM	[Action Icons]
Elise Stebbings	Laura Stebbings	Accepted	23/09/2020 11:50 AM	[Action Icons]
Kalum Bradford	Kaya Bradford	Accepted	23/09/2020 11:50 AM	[Action Icons]
Chelsea Gillies	Hannah Gillies	Accepted	23/09/2020 11:50 AM	[Action Icons]
Elise Lloyd	Haidie Lloyd	Accepted	23/09/2020 11:49 AM	[Action Icons]
Tracey Ellison	Brice Ellison	Accepted	23/09/2020 11:49 AM	[Action Icons]
Toby Jones	Jennifer Jones	Accepted	23/09/2020 11:49 AM	[Action Icons]
Jye Landon	Jessica Landon	Accepted	23/09/2020 11:49 AM	[Action Icons]
Lamont Lin	Eli Lin	Accepted	23/09/2020 11:48 AM	[Action Icons]
Arielle Day	Marcy Day	Accepted	23/09/2020 11:48 AM	[Action Icons]
Felicia Gillies	Hannah Gillies	Accepted	23/09/2020 11:47 AM	[Action Icons]
Igra Copeland	Angelica Copeland	Accepted	23/09/2020 11:47 AM	[Action Icons]
Jackson Jones	Elise Jones	Accepted	23/09/2020 11:47 AM	[Action Icons]
Enzo Connor	Elisbeth Connor	Accepted	23/09/2020 11:47 AM	[Action Icons]
Aly Hart	Mitchell Hart	Accepted	23/09/2020 11:47 AM	[Action Icons]
Michael Ellison	Brice Ellison	Accepted	23/09/2020 11:47 AM	[Action Icons]
Enrique Copeland	Angelica Copeland	Accepted	23/09/2020 11:46 AM	[Action Icons]

-  **Print** – This option can be utilised to print a blank enrolment confirmation and be handed to the parent in person to sign.
-  **Upload** – If the parent has physically signed the confirmation you can then scan and upload the signed enrolment confirmation form
-  **Accept/Decline** – You can then accept/decline on the parent’s behalf. (If the parent has physically signed the confirmation)
-  **View** – this gives you the ability to view the enrolment confirmation detail that have been sent to the parent. If the parent has confirmed or declined, then you will also be able to see this information when viewing.

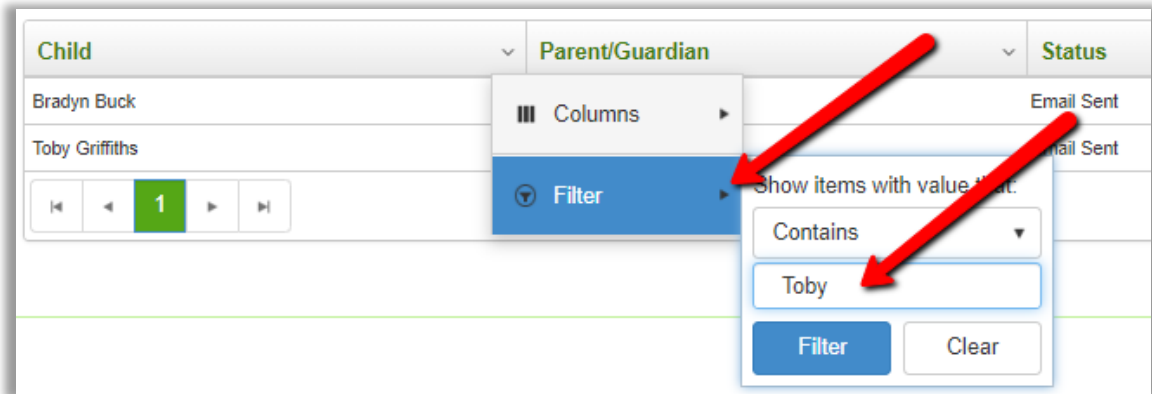
## Searching Enrolment Confirmations

You may search for enrolment confirmations using the column headers:



## Detailed cont.



Clicking on the arrow in each column will provide you with search options. You may then select the filter option to type a **keyword** and click **filter**:



# Troubleshooting

**Issue:** Parent doesn't have an email address – what is the best process?

**Resolution:** If a parent does not have an email address, the following process is recommended.

1. Create an individual enrolment confirmation for the parent.
2. Download the enrolment confirmation
3. Ask the parent/guardian to sign the physical enrolment confirmation
4. Via the Enrolment Confirmation page, the service can enter the parent has or has not accepted the enrolment directly into the system. Click the  button and select the 'Accept/Decline item' icon for the applicable child.
5. If you scan the signed physical enrolment confirmation, Click the upload  button to store the signed form.

**Issue:** What if the child is booked in 2 or more rooms/programs?

**Resolution:** One email will be sent displaying the names of all details of the booked sessions.

**Issue:** If a parent/guardian has more than one child, will there be one enrolment confirmation for each child or one for the family?

**Resolution:** Each child will have their own enrolment confirmation; therefore, a separate email will be sent for each child.

**Issue:** The child is not showing in the list of children.

**Resolution:** This means the child is not created in the system or has been marked as inactive. Set the child to active if they have been marked as inactive.

**Issue:** The booking and fee information is not showing.

**Resolution:** You will need to create the booking and assign the child to a fee schedule.