

## HOW TO ENROL YOUR CHILD AT TANDERRA OOSH

This information sheet outlines the steps to enrol a child in our service for permanent sessions in before and after school care, casual or vacation care.

### THINGS TO NOTE BEFORE YOU BEGIN

- All enrolments are undertaken online via our secure Kidsoft iParent Portal.
- iEnrolling is a 2-step process. The first step is to register your waitlist interest. The second step is where you complete your enrolment acceptance form. Below are step-by-step instructions for both steps.
- Before you start, please note that if you plan to claim CCS, the iEnrolment process must be completed using the email address, name and CRN of a parent who is linked to the child for CCS purposes.
- If you require assistance at any time, please do not hesitate to contact us in our opening hours. A representative will be happy to help.
- To complete your online enrolment, please be ready with the following documents and information:
  - Dates of birth for children, parents/guardians, emergency contacts
  - Addresses, phone numbers, photo ID numbers for parents and emergency contacts
  - Medical Management Plans for children with diagnosed medical conditions such as asthma, anaphylaxis
  - Up-to-date immunisation history statements for children (available through your MyGov)
  - Bank account details
- Once your enrolment has been accepted, you will receive an email confirming that your child has been successfully enrolled – this is autogenerated by the system. You will also receive an email from the service confirming the enrolment, requesting any further information required and with your orientation pack attached.
- Following enrolment, you will be able to visit your iParent Portal account at any time to check your account balance, to mark your child absent from booked sessions, update payments plans, make bookings, send messages and more. Please note that you will not be able to make or change permanent bookings via the portal at any time. To make permanent changes to bookings, you will need to contact the service.

PLEASE FOLLOW THESE STEPS TO ENROL YOUR CHILD IN OUR SERVICE

## STEP 1: REGISTER YOUR WAITLIST INTEREST:

1. Email us at [tanderra@sncc.org.au](mailto:tanderra@sncc.org.au) to let us know that you wish to enrol your child/children. Please provide us with your full name, date of birth, mobile phone number and the email address you wish to use to access the parent portal.

A service representative will respond shortly and you will receive an email with an invitation to access the iParent Portal Web interface.

2. Click on the invitation sent via email within 24 hours. (If you are not able to access it within this time frame, please contact the service to request an updated invitation).
3. Once in the parent portal, select REGISTER from the ENROL tab, Complete the details in the waitlist fields that upload and SUBMIT when ready.

This will complete the first step of your online enrolment. A service representative will check your application and approve it usually within 24 – 48 hours. Once approved, you will receive an email with an offer of a place.

## STEP 2: COMPLETE YOUR ENROLMENT ACCEPTANCE FORM:

4. Click on the link in the email [View Enrolment Offer](#).  
Alternatively, log directly into the parent portal using your username and password.

You have received an enrolment offer for **Sam Smith**

[Complete Enrolment](#)

5. Select [Complete Enrolment](#)
6. Complete the Enrolment Acceptance form and submit when complete. This will complete your online enrolment.

Thank you for enrolling with us!