



Helping Hands Enrolment Assistance Guide

This guide will assist you in completing your online enrolment.

NOTE: Please fill out all required fields. (Required fields are marked by this symbol  once you have completed these fields, these will change to a green tick )

1. Log In as Existing User / Create New User

1.1. If you have already created an iParentPortal account, Log In as Existing User, otherwise Create New User.



1.2. If creating a new user you will need to enter the details as below –

Tip: Ensure this user account is the same as the parent that has been assessed for Child Care Subsidy.

Please enter your details.

First Name is empty.

First Name:

Last Name:

Email:

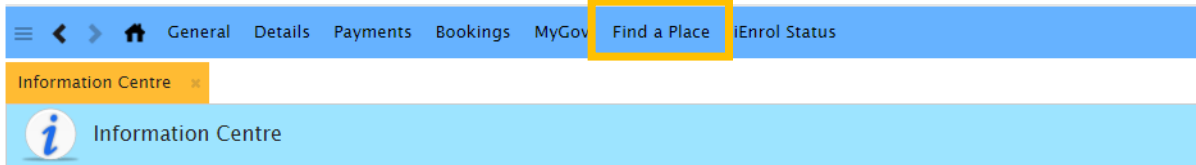
[Create](#)

[Log in as existing user](#)

You will then receive a confirmation email. Please click on the link provided to confirm your email address and complete the process.

2. Find a Place

2.1. To enrol your child/ren to a new Helping Hands service select **Find a Place** from the top menu

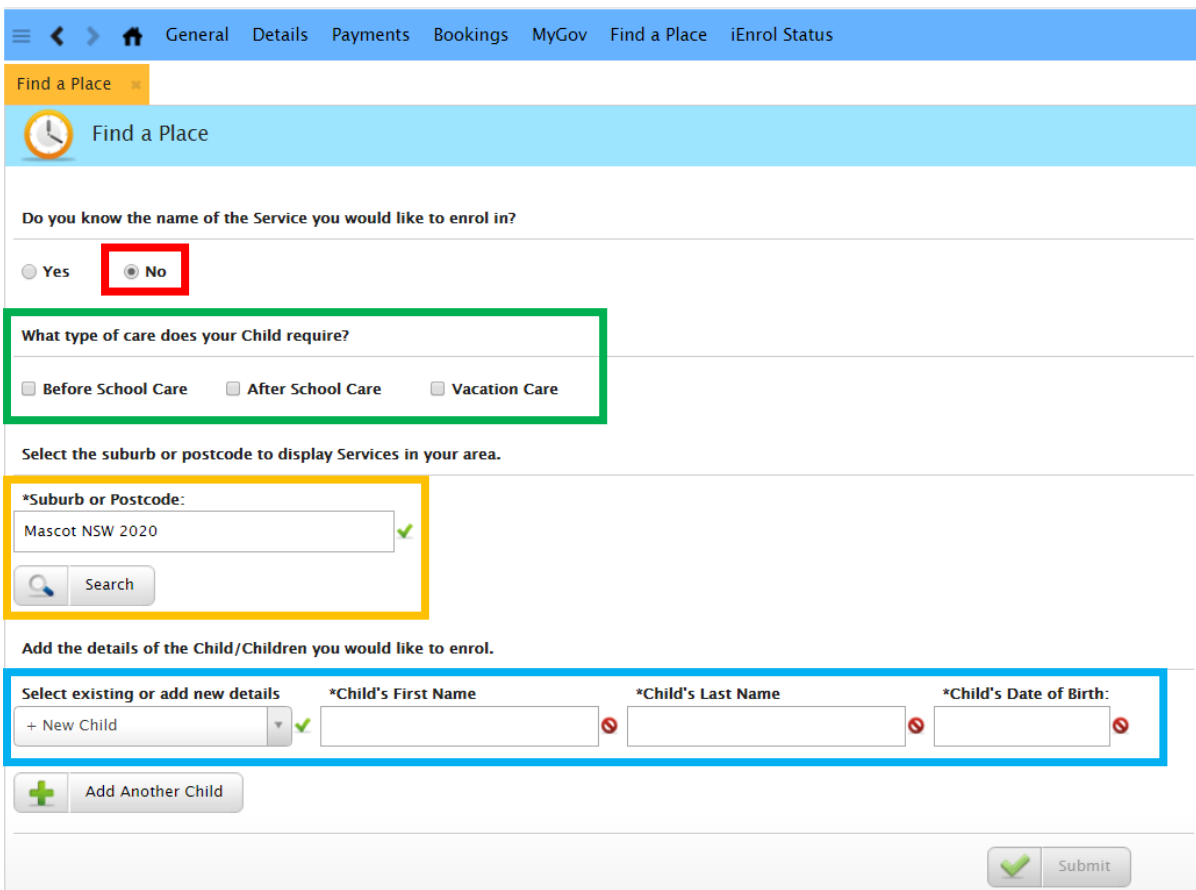


Information Centre

Information Centre

2.2. Search for your Service

If you do not know the Service name (generally the same as the School name):
Slowly type in your postcode or suburb name, search and select from a drop-down list of services



Find a Place

Do you know the name of the Service you would like to enrol in?

Yes No

What type of care does your Child require?

Before School Care After School Care Vacation Care

Select the suburb or postcode to display Services in your area.

*Suburb or Postcode:
Mascot NSW 2020 ✓

Search

Add the details of the Child/Children you would like to enrol.

Select existing or add new details	*Child's First Name	*Child's Last Name	*Child's Date of Birth:
+ New Child ✓			

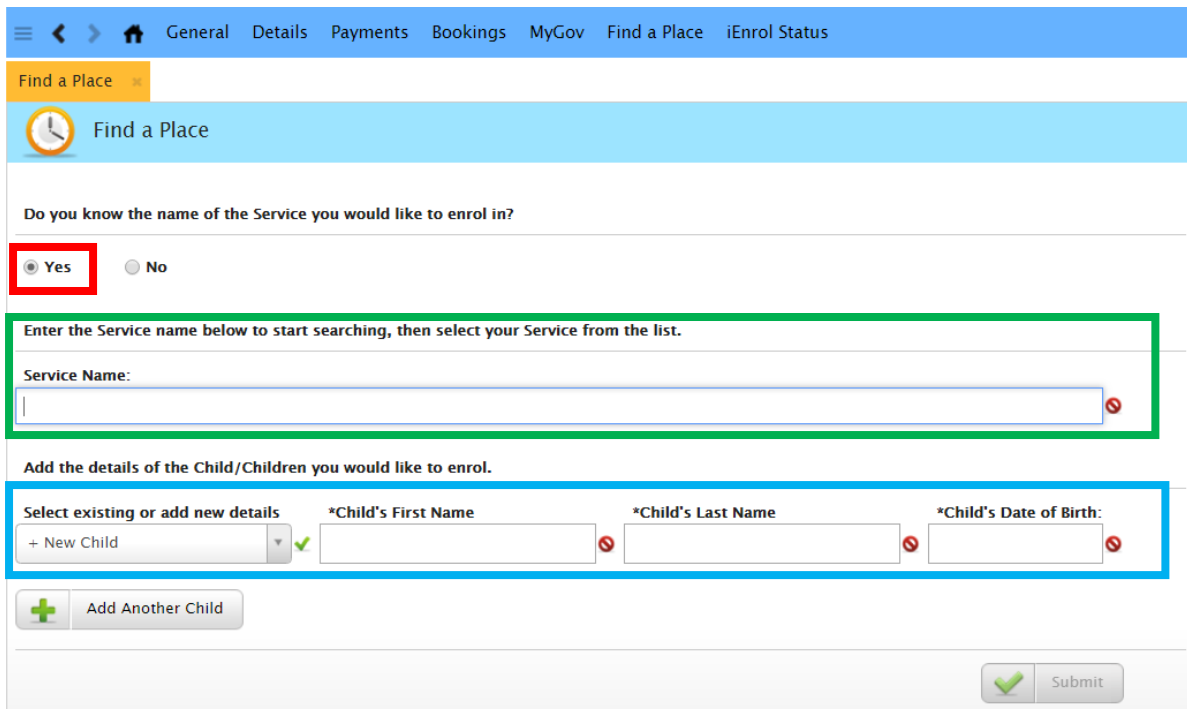
+ Add Another Child

Submit

If your **child is linked** to another Service you can select their name from the drop down list

If your **child is not linked** leave the selection as **+New Child** and enter the Child's First Name, Last Name and Date of Birth

If you do know the Service Name (generally the same as the School name):
Slowly type the name into the Service Name field and select



The screenshot shows a web interface for finding a service. At the top, there is a navigation bar with links for General, Details, Payments, Bookings, MyGov, Find a Place, and iEnrol Status. Below this is a 'Find a Place' section with a clock icon. A question asks 'Do you know the name of the Service you would like to enrol in?' with radio buttons for 'Yes' (highlighted with a red box) and 'No'. Below this is a text input field for 'Service Name' with a red 'X' icon. Underneath, there is a section for adding child details with a dropdown menu set to '+ New Child' and a green checkmark. Three input fields are provided for '*Child's First Name', '*Child's Last Name', and '*Child's Date of Birth', each with a red 'X' icon. At the bottom right, there is a 'Submit' button with a green checkmark icon.


If your **child is linked** to another Service you can select their name from the drop down list
If your **child is not linked** leave the selection as **+New Child** and enter the Child's First Name, Last Name and Date of Birth

Tip: Please make sure you enter your child's date of birth correctly to avoid any delay in receiving Child Care Subsidy.

3. Finalise Waiting List Entries

3.1. After selecting **Submit** this will load a form for you to complete to register your interest in attending the Service.

Please note: This is **not** your enrolment form. Your enrolment form can only be filled out once the service offers you a place.



Finalise Waiting List Entries

Guardian Details

If eligible for Child Care Subsidy (CCS), please ensure the Guardian Details on this waitlist form are completed in the name of the Guardian who is or will be assessed by Centrelink.

First Name: ✓ **Last Name:** ✓

Email: ✓ ***Phone (Mobile Preferred):** ✓

Gender: ✓

Address Details

Address Line 1: ✓ **Address Line 2:** ✓

Country: ✓ **Suburb:** ✓ **Postcode:** ✓ **State:** ✓

Child Details

First Name: ✓ **Last Name:** ✓

Gender: ✓

Date of Birth: ✓

Your details will automatically populate based on the information you registered your account with.

Priority of Access – Childcare only:
 Info

Before School **After School** **Vacation**

Marie Bashir OSHC

***Program:**

Book at a later date

Leave **Priority of Access** as 3

Select the required care type/s by selecting the relevant tab and ticking the box next to the Service name

From the Program drop down list, select the session type you would like to book into - Before School Care, After School Care or Vacation Care

Please select the date you would like your bookings to start. Once your Enrolment Offer has been accepted, bookings will be created from this date

***Booking Start Date:**
 Tue ✓

***Booking End Date:**
 Fri ✓

For casual bookings or to book at a later date:
 Select the Book at a later date checkbox and continue to the terms and conditions.

Days: ✓ **Monday** **Tuesday** **Wednesday** **Thursday** **Friday** **Saturday** **Sunday**

Week 1

Notes:

To book recurring sessions:
 Select the time frame and the days you require each week. Repeat these steps for Before School, After School and Vacation Care as required.

Waitlisted Services:
[Marie Bashir OSHC](#) ✓

I acknowledge/agree that:

- I understand that the information I have provided will be used for the purposes of being considered for a place at Marie Bashir OSHC and may be used for statistical purposes.
- By completing this waiting list application, it does not guarantee nor confirm placement for my child at Marie Bashir OSHC.

I acknowledge that I have read and understand the information above.

After reading the **terms and conditions** tick the checkbox and **Submit** your Waiting List Entry.

1.1. After submitting your Waitlist Entry, the request will be sent to the service to assess. If they have available spaces, the service will offer a place and you will be able to complete the Enrolment Form.