



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:

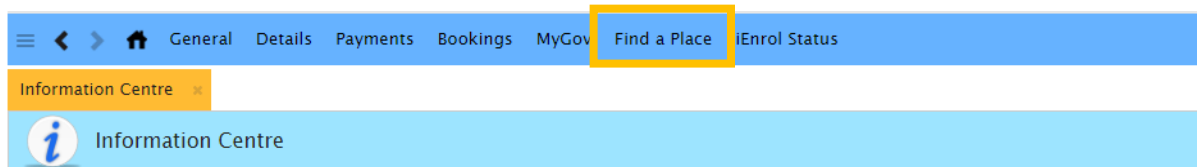
[Create](#)

[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



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 and select from the drop-down list

If you do know the Service Name (generally the same as the School name):
Slowly type the name in to the Service Name field and select from the drop-down list

The screenshot shows the 'Find a Place' search interface. The top navigation bar includes 'General', 'Details', 'Payments', 'Bookings', 'MyGov', 'Find a Place', and 'iEnrol Status'. The 'Find a Place' option is highlighted in yellow. Below the navigation bar, the 'Find a Place' section is active. It contains a search form with the following fields:

- *Suburb or Postcode:** A text input field with a search icon and a dropdown arrow, highlighted in yellow.
- Service Name (Optional):** A text input field with a dropdown arrow, highlighted in green.
- Care Type (optional):** A dropdown menu, highlighted in green.
- Child:** A dropdown menu with '+ New Child' selected, highlighted in blue.
- *Child's First Name:** A text input field with a red 'X' icon, highlighted in blue.
- *Child's Last Name:** A text input field with a red 'X' icon, highlighted in blue.
- *Child's Date of Birth:** A date input field with a red 'X' icon, highlighted in blue.

Below the search form, there is a 'Search' button. The results section is divided into two parts:

- Available Locations:** A table with columns 'Service Provider', 'Service Type', and 'Location'. It currently displays 'No services found.'
- My List (Click Submit to add to Waitlist):** A section with the text 'No children selected.' and two buttons: 'Show Current Entries' and '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

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

2.3. Completing the above steps will allow you to select Search

Find a Place

Search for Preferred Services

*Suburb or Postcode: ✓

Service Name (Optional): ✓

Care Type (optional): ✓

Child: ✓

*Child's First Name: ✗

*Child's Last Name: ✗

*Child's Date of Birth: ✗

2.4. Select the Service you wish your child to attend, then scroll to the bottom of the Available Locations list and select **Add to My List**

Service Provider	Service Type	Location
<input checked="" type="checkbox"/> Helping Hands Caloundra http://www.helpinghandsnetwork.com.au	OSHC	CALOUNDRA Unknown
<input type="checkbox"/> ADAM ROAD OSHCLUB http://www.oshclub.com.au	OSHC	South Bunbury Unknown
<input type="checkbox"/> ALBANY RISE PRIMARY SCHOOL OSHCLUB http://www.oshclub.com.au	OSHC	MULGRAVE Unknown
<input type="checkbox"/> ALPHINGTON PRIMARY SCHOOL OSHCLUB http://www.oshclub.com.au	OSHC	Camberwell Unknown

My List (Click Submit to add to Waitlist)

No children selected.

2.5. Your selected Service will appear under **My List** on the right-hand side showing your Child's Name and DOB. Select **Submit**.

Service Provider	Service Type	Location
No services found.		


My List (Click Submit to add to Waitlist)

Service Provider	Child's Name	Child's DOB	Action
Helping Hands Caloundra (OSHC)	Child First Name Child Last Name	01-Jan-2011	Remove

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 will load after submitting your Waiting List Entry.



Finalise Waiting List Entries

Guardian Details

First Name: ✓ **Last Name:** ✓

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

Gender: ✓ **Do you or your child identify as:** ✗

Guardian CRN (from Centrelink): ✓

Guardian Work Status: ✓ **Other Guardian Work Status:** ✓
(sole or both parents/guardians) (sole or both parents/guardians)

How did you hear about us? ✓

Address Details

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

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

Slowly type your Suburb in and select from the drop-down list that will load. This will auto-fill your Postcode and State. You will need to manually enter your Street Address in **Address Line 1**.

Priority of Access – Childcare only:
 Info

Before School After School Vacation

Helping Hands Caloundra

*Program:
 Before School Care (04-Feb-2019 to 19-Dec-2019)

Book at a later date

*Booking Start Date:
 Mon ✓

*Booking End Date:
 Thu ✓

Days: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Week 1

Notes:

Waitlisted Services:
[Helping Hands Caloundra \(OSHC\)](#)

I acknowledge/agree that:

- I have provided correct information and agree to notify Helping Hands Caloundra if my circumstances change.
- I understand that the information I have provided will be used for the purposes of being considered for a place at Helping Hands Caloundra.
- I give permission for my details to be provided to Helping Hands Caloundra for the purpose of enrolment.
- I understand that Helping Hands Caloundra regards my information as confidential and has policies in place to ensure the protection of this information.
- I understand that this data may be used for statistical purposes.
- I am the legal guardian of the child and have authority to provide the information contained in this form.
- By completing this waiting list application it does not guarantee nor confirm placement for my child at Helping Hands Caloundra.

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

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

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.

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.

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

3.2. After submitting your Waitlist Entry, the next step is to fill out the Helping Hands Enrolment Form.