



ENROLMENTHUB
more than just enrolments



WE ARE YOUR
COMPREHENSIVE CHILDCARE
MANAGEMENT PARTNER

A photograph of three business professionals (two women and one man) sitting at a light-colored wooden table in an office setting. They are all smiling and looking towards the camera. The man in the center is wearing a light blue button-down shirt and a watch. The woman on the left is wearing a light blue top. The woman on the right is wearing a black top. On the table are several documents, a pen, and a spiral notebook. In the background, there is a large green plant and a glass wall with a sign that reads "FIRE HOSE REEL AND FIRE HYDRANT".

WHO WE ARE

WE ARE AN EXTENSION OF
YOUR TEAM, WORKING IN
PARTNERSHIP AND CARING
ABOUT YOUR BUSINESS AS
MUCH AS YOU DO.

WHO WE ARE

ENROLMENT HUB SUPPORTS THE EARLY EDUCATION SECTOR BY PROVIDING AN EXCEPTIONAL ENROLMENT JOURNEY FOR THEIR FAMILIES.

Our strength lies in the partnership and support we bring to childcare providers, leaving them to get on with what they do best – maintaining the Family relationship, managing their team and caring for children.

We are an extension of your team, working in partnership and caring about your business as much as you do.

With a focus on strong customer service, loyalty and transparency, Enrolment Hub provides a full service offering including:

- CCMS and Administration Support;
- Enquiry and Tour Management;
- Enrolment Management;
- Accounts and Debt Management;
- Marketing Services;
- New Centre Ramp Up;
- CCMS Transfer.

We are real people, with real experience, focused on building real relationships with the teams and Families we work with. We love what we do and have the experience to achieve amazing results for our clients!

WHAT WE DO

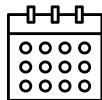
CCMS AND ADMINISTRATION SUPPORT

ARE YOUR CENTRE DIRECTORS OVERWHELMED?

We hear that a lot. Why not lighten the load and give them more time to focus on their team, Centre and Families. Acting as your personal administration team, we will provide extensive administration support to your Centres including:



ENTERING ALL NEW ENROLMENT DATA into your CCMS, providing an overview of any missing documentation so that your Centre Director can follow the Family up easily.



MAKING CHANGES TO ANY BOOKING, ensuring Centre Directors receive a confirmation of the change.



ASSISTING WITH ENTERING MANUAL PAYMENTS or uploading required payments to gateway.



AUDIT AND SUBMIT ATTENDANCE, ensuring all times and child attendances/absences are marked correctly and Families are maximising their CCS entitlements.



SENDING FAMILY STATEMENTS and answer any questions they have in relation to their entitlements.



PROCESSING ACCS CHILD WELLBEING (CERTIFICATES AND DETERMINATIONS) and applying QKFS through your CCMS.



PROVIDING A WEEKLY DEBTORS OVERVIEW to ensure Families can be followed up quickly and efficiently.

A woman with long brown hair and glasses, wearing a light blue button-down shirt and dark jeans, is kneeling on a wooden floor. She is smiling and looking at a young girl. The girl, with blonde hair tied in a ponytail with a blue bow, is wearing a light blue sleeveless dress and white sneakers. She is standing at a small, round, white table, using a red crayon to draw on a green and red drawing board. On the table, there is a clear glass filled with various colored pencils and several loose crayons. The background shows a brick wall with many papers and drawings pinned to it, and a wooden easel. The floor is covered with various toys, including colorful beads and a small toy car. The overall atmosphere is warm and creative.

WE CAN PROVIDE

WE ARE YOUR
PERSONAL
ADMINISTRATION
TEAM

A young child with blonde hair, wearing a blue dress with a white floral pattern and gold sandals, is running happily towards the left. They are carrying a large, light pink backpack. An adult, wearing a light-colored dress and sandals, is walking alongside them, holding the backpack's strap. The background is a blurred outdoor setting with a brick wall and a blue van.

WE CAN CONVERT

WE UNDERSTAND THE
FAMILY ENROLMENT
JOURNEY AND HAVE THE
EXPERIENCE TO CONVERT
FAMILIES EFFICIENTLY

ENROLMENT MANAGEMENT

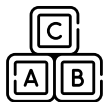
ARE YOUR CALLS AND EMAILS GOING UNANSWERED?

We will provide you with your own, experienced Enrolments Consultant who understands the intricacies of the Family enrolment journey and has the training and confidence to convert Families quickly and efficiently. They will provide a strategic approach to your enquiries and enrolments focused on supporting Centre teams, maximising Centre occupancy, and driving revenue. It's enrolling made easy.



WE'LL ANSWER ALL CALLS WITHIN 3 SECONDS,

providing a professional and warm first impression to prospective Families. Currently we convert over 89% of all enquiries to a Centre tour.



WE'LL FOCUS ON
BUILDING YOUR
OCCUPANCY and action all Family enrolments changes in the relevant systems.



WE'LL REDUCE THE ADMINISTRATIVE BURDEN

on your Centre teams by at least 9 hours each week.



WE'LL DELIVER COMPREHENSIVE BUSINESS REPORTING

that provides clear visibility, the right tools, and insights to ensure the future viability of your business.

OUR STATS

14+

14HRS CONVERT TO
CENTRE TOUR

\$100K

100K DEBT
RECOVERED

89%

OF ENQUIRIES
CONVERTED TO
TOURS SCHEDULED

9+

9HRS ADMIN WORK
REMOVED

3+

3 SECONDS
AVERAGE WAIT TIME
FOR A CALL TO BE
ANSWERED

150+

COMBINED 150YEARS
EXPERIENCE IN THE
EDUCATION SECTOR

ACCOUNTS & DEBT MANAGEMENT

TIRED OF CHASING FAMILY DEBT?

You're not alone. From contacting declined Families, to setting up payment plans and ensuring they are followed through – chasing Family debt can be an arduous task for a lot of Centre Directors, and one that often is not prioritised.

With extensive experience working within the childcare industry and a comprehensive understanding of the intricacies of Child Care Subsidy entitlements, our Accounts Team can:

- **IMMEDIATELY CONTACT ALL FAMILIES** who default on their fees to recover debt before it accumulates;
- **WORK WITH FAMILIES TO DEVELOP PAYMENT PLANS**, and most importantly, maintain them including collecting manual payments;
- **RESPOND TO ALL FAMILY BILLING AND CCS ENQUIRIES** including providing statement breakdowns;
- **TAKE CONTROL OF YOUR ACTIVE AND INACTIVE DEBT LEDGERS** to minimise the level of Family fee debt at your Centres.



WE UNDERSTAND

WE HAVE A
COMPREHENSIVE
UNDERSTANDING OF
THE INTRICACIES OF
CCS ENTITLEMENTS

A young girl with long brown hair, wearing a light blue sleeveless dress and white sneakers, is running through a field of tall, golden-brown grass. She is holding a string of colorful balloons (yellow, green, pink, and blue) in her right hand. The background is a soft-focus field of grass under bright, warm sunlight. A semi-transparent teal horizontal bar is positioned across the upper third of the image, serving as a background for the text.

MARKET YOUR BUSINESS

THE MORE GENUINE
LEADS THAT ARE
GENERATED, THE QUICKER
OCCUPANCY AND
REVENUE CAN GROW

MARKET YOUR BUSINESS

GENERATE MORE ENQUIRIES FOR YOUR CENTRE

Put simply, the more genuine leads that are generated, the quicker occupancy and revenue can grow. That's why we offer providers access to an experienced Marketing Team, who work in partnership with our Enrolments Team to deliver fantastic results.

Our in-house Marketing Team have extensive experience developing strategic marketing and advertising campaigns, specifically for the Early Education Sector. They can help you with:



DIGITAL MARKETING

Focused specifically on increasing brand awareness and driving new Centre enquiries.



AUDIENCE AND COMPETITOR INSIGHTS

Understand your main competitors, audience, marketing opportunities, active selling points and messaging focus.



SOCIAL CONTENT DEVELOPMENT


Tell your brand story and increase your brand presence.



WEBSITE DEVELOPMENT

Manage and update your website and digital channels.

We ensure providers reach interested Families by fulfilling their enrolment needs at the right time with the right content using the right platforms.



NEW CENTRE RAMP UP

MAKE YOUR CENTRE A SUCCESS FROM DAY ONE

Between construction, recruitment, Department wrangling, training, fit out and developing all new processes, policies and documentation – there's a lot to do when opening a new Centre!

We will work with you from the beginning with a dedicated focus on growing occupancy and nurturing all enquiries and waitlisted Families. We will do this by providing a dedicated Enrolments Consultant who will:

- Answer every call, email or enquiry for your Centre and continually contact your waitlisted Families to ensure your Centre remains front of mind;
- Arrange and co-ordinate Centre tours for Families to inspect the Centre;
- Process initial payments or relevant enrolment fees for each new enrolment;
- Determine the best configuration for your Centre to maximise occupancy as the Centre fills;
- Assist Families with the complexities of the CCS.



OPENING A NEW CENTRE

WE WILL PROVIDE
YOU WITH A
DEDICATED
ENROLMENTS
CONSULTANT

A young girl with dark hair in pigtails is sitting at a wooden desk. She is looking towards the camera with a slight smile. In front of her is a laptop and an open book. The background shows a bookshelf and a window with sheer curtains. The image has a teal overlay.

WE CAN HELP

WE WILL ENSURE THE
PROCESS IS SMOOTH
AND SUCCESSFUL
FOR ALL INVOLVED

CCMS TRANSFER

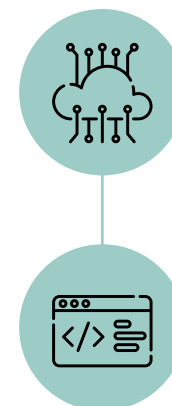
NEED TO TRANSFER YOUR CCMS?

Transferring your teams and Families to a new CCMS program can often seem like an overwhelming, yet necessary project to take on.

That's where we come in. We'll work as part of your team and develop a carefully considered and comprehensive CCMS transfer roadmap that will ensure the transfer process is smooth and successful for all involved.

Using our industry relationships, we will act as the project lead with the new CCMS provider to ensure that all Family details are transferred successfully. We will also audit those Family profiles post transfer to make certain that all regulatory documentation and details are on file.

Our team are experienced working with a range of CCMS programs and can also provide the necessary user training to your teams.





LET US PARTNER
WITH YOU

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