

FAQ

Frequently asked questions

Loket Kinderopvang Leuven



leuven

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1. I'm a non-native speaker.

English- or French-speaking parents can also access the www.kinderopvangleuven.be website in English or French. Click on the 'en' or 'fr' icon at the top right to change the language settings.



This document with frequently asked questions is also available in French or in English.

2. How do I apply for a day care centre?

To apply for a day care centre in Leuven, parents must create a profile on www.kinderopvangleuven.be with an email address and a password of their choosing. You will then receive a confirmation email to activate the account. If you didn't receive any email, please check your spam folder.

Sign up again. First, compile a list of unlimited initiatives that interest you. Then, use the filters to refine your search results to the day care initiatives you prefer. This is the basis for your application. Once the list is complete, you can start the actual application. This proceeds as follows:

- Select six initiatives.
- Drag them into your order of preference.
- Enter your child's details, including the (probable) date of birth.
- Enter your contact information and work situation.
- Enter the requested day care plan and desired start date.
- You will see a summary, then confirm your request.

3. Where can I find help with the application for a day care centre?

There are a lot of organizations that can help you with the application, e.g. *het wijkgezondheidscentrum*, *het OCMW*,... They can contact *het Loket Kinderopvang* by phone. Especially if you do not have an email address or the Internet, it is useful to have someone from such an organization to guide you.

Het Loket Kinderopvang can be reached daily by phone (016 27 26 43) or email (info@kinderopvangleuven.be) between 9h and 16h30, or by making an appointment at the City office or at *Huis van het Kind* on the following days:

- Monday and Thursday from 9h to 18h at the City office
- Tuesday from 13h to 17h at the House of the Child
- Wednesday from 9h to 16h30 at the City office

In addition, parents can visit the following contact points:

- *Kindercentrum De Girafant, Nieuwe Kerkhofdreef 2, 3001 Heverlee*; every day between 9h and 16h30.
- *Huis van het Kind Leuven, Savoyestraat 4, 3000 Leuven*; Monday and Friday from 9h to 12h30, Tuesday to Thursday from 9h to 12h30 and from 13h30 to 17h.

- Koalawerkingen Sint-Maartensdal en Casablanca

4. Where can I ask questions about the day care centres?

Parents and assignees can contact *het Loket Kinderopvang* by dialling 016 27 26 43 every working day. The office can also be reached by email at info@kinderopvangleuven.be.

Parents can drop by after making an appointment at the following times:

- Monday from 9h to 18h at the City office
- Tuesday from 13h to 17h at the House of the Child
- Wednesday from 9h to 16h30 at the City office
- Thursday from 9h to 18h at the City office

If nothing fits your schedule, it is best to contact *het Loket Kinderopvang* to see what options are available.

5. I would like to make an appointment at het Loket Kinderopvang.

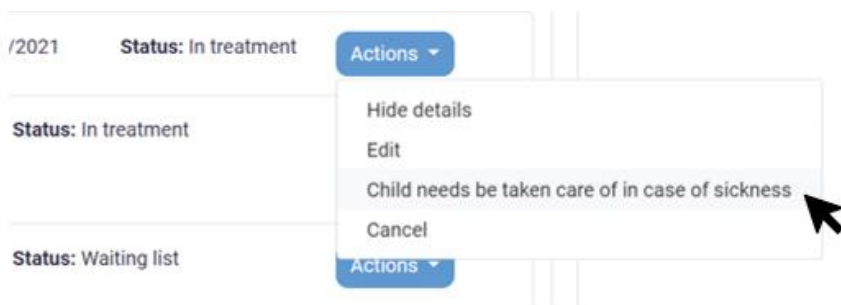
You can make an appointment at the City Office or at the House of the Child.

- At the City Office (Prof. Van Overstraetenplein 1, Leuven) via [this link](#) for an appointment on Monday and Thursday from 9 a.m. to 6 p.m., and Wednesday from 9h to 16h30
- At House of the Child (Savoyestraat 4, Leuven) via [this link](#) for an appointment on Tuesday afternoons.

Do you prefer an online appointment via video call? Contact *het Loket Kinderopvang*.

6. I want to give permission to 'home care sick child' to access my file.

If you request home care for your sick child, you must give the centre explicit access to consult your file. They need access to create invoices. You can set this up yourself via the 'actions' button in your file. Then, click on 'access file home care sick child'. The competent day care centre will be able to view your file.




7. I want to apply for an out-of-school care.

In Leuven, you can find various out-of-school care initiatives (= *IBOs*, *Initiatieven voor Buitenschoolse Opvang*). You can find them via the search filter under 'day care Locations'. Check off 2.5 to 12 years. You can submit online applications for holidays only a few weeks in advance. The exact dates can be found in the news releases on the website.

Town Age Type of child care Period Price Opening hours Naam Other filters

You are viewing:

- 0 to 18 months old
- 18 months to 3 years old
- 2,5 to 6 years old
- 6 to 12 years old



Sign up through your account. Create a preferred list if you don't already have one. Start the application through 'my lists' or 'my child care'. Then follow the steps in the application flow.

Do you have questions or problems? At the start of each out-of-school care application, there is always someone available by email until half an hour after the start. Of course, you can also contact *het Loket Kinderopvang* to submit your application together.

My applications

-
-

8. I don't remember my username and password.


The username is always identical to the email address of the parent who registered. A password can be requested again by clicking the 'I forgot my password' button. Follow the steps in the email you will get to reset or change the password.

Kinderopvang Leuven Search child care Contact

Login

E-mail

Password

I'm not a robot 

[No account yet? Click here to register.](#)
[Password forgotten?](#)

Password forgotten

E-mail

9. I want to apply but the system doesn't accept my national register number.

The system only accepts Belgian national registration numbers because as those are the only ones we can check. Parents who do not have the Belgian nationality do not have to provide a national registration number.

If you receive the notification that your number is already in use: contact *het Loket Kinderopvang*. You have probably already applied and therefore your national registration number is already in the system. Log in with the email address you used to submit the application at that time. Not working? Email or call us.

10. I registered but did not receive an activation email.

First of all, check your spam folder. If you haven't received anything, you may have given us an incorrect email address. Send an email to info@kinderopvangleuven.be or give the correct email address to a staff member of *het Loket Kinderopvang* by phone. They will adjust the email address and email you a new username and password.

11. I once applied for my first child and now I would like to apply for my other child. Yet I receive a notification that my account hasn't been activated.

You may have used a different email address in a previous application. This may also have been your partner's email address.

Still not working? Contact *het Loket Kinderopvang*.

12. My child isn't born yet. Can I already apply for a day care centre?

You can apply from the first day of pregnancy. This means that parents cannot apply if they are not yet pregnant.

For unborn children, it is sufficient to enter the surname and the presumed date of birth. It is strongly advised to apply for a day care centre during the first three months of your pregnancy to increase your chances of getting a spot.

13. I'm interested in a day care centre with a (cooperating) childminder.

A childminder or family-based childcare has a maximum of eight children. Are you interested?

Add **Dienst voor Opvanggezinnen van Zorg Leuven** to your preferred list. If one childminder is selected, then the service (*Dienst voor Opvanggezinnen van Zorg Leuven*) is added automatically. You will receive a weekly list of free places with childminders by email starting nine months before the desired start date. You can contact the childminder yourself to check whether the place is still available, to ask for more information and to plan a visit if wanted. More information about the *Dienst voor Opvanggezinnen van Zorg van Leuven* can be found [here](#).

Attention, there are independent childminders who are not affiliated with the *Dienst voor Opvanggezinnen*. You must add them separately to your list, or you can contact them by phone if this possibility is mentioned on the form.

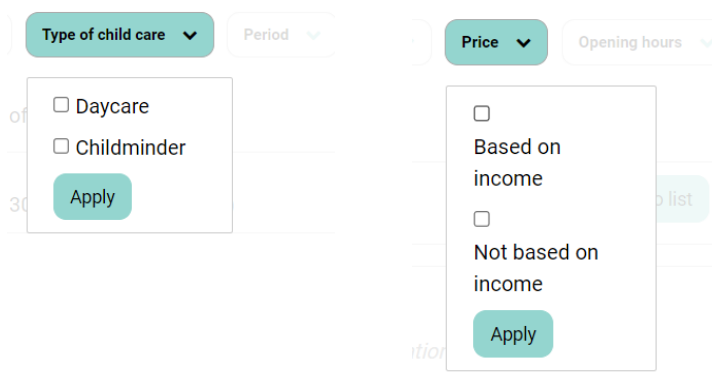
14. What is the difference between a childminder and a day care centre?

In a 'family-based childcare' (= childminder or family-based childcare) up to eight children are cared for by one person, often at their home or in a domestic context.

In a 'group care' (= day care centre), more than eight children are cared for, often divided into groups (e.g. babies, crawlers, toddlers). One supervisor may care for 9 children in a group care setting.

An intermediate form is also possible: two or more 'cooperating childminders' who together care for more than eight children. They fall under 'group care'. Childminders affiliated with the *Dienst voor Opvanggezinnen* are supported by pedagogical consultants and work administratively in the same way as a family-based childcare would. Their free places, as with childminders, appear on the weekly list of free places with childminders starting 9 months before the desired start date.

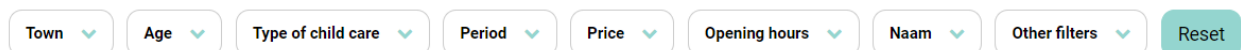
All locations of both group and family-based childcare are licensed by *Kind en Gezin*. Prices for family-based and group care can be either with or without an income rate.



15. My search fails to produce any search results.

If no search results appear, it means that the search combination is not possible (e.g. too many search filters combined). Click on 'reset' and change your search until results appear. If there are still no search results, contact het Loket Kinderopvang so they can look into your query.

Filter on :



16. What is the difference between a variable and a fixed care plan?

A 'fixed care plan' is a plan that does not change over the weeks. This means your child will be cared for on the same days every week.

A 'variable care plan' is for people who work in shifts or with changing schedules. Please provide some additional information about your schedule or preferred care plan in the comments box.

Not sure yet exactly which days you need childcare on (but want to have childcare on the same days each week)? Indicate a 'fixed care plan' and click on the days you probably need care. In the comments box you can write some extra information about your care plan, for example that the fixed days can still change.

17. Can I visit the day care initiatives?

Visiting a day care initiative is only possible from the moment you have received a proposition to come visit it.

18. What is the meaning of the states of the application: 'pending', 'waiting list,' 'no place', ...?

In treatment: Your application has been submitted correctly and appears on the list of designated day care centres. They have not yet processed it as long as the status is 'in treatment. An indication of when you can expect an answer can be found in the assigning policy in the file of each day care location.

No place: Your request has been handled by a specific day care centre. As stated in the email, they do not have a place for your child. You must choose between 'waiting list' or 'new choice'. Please note that until you make a choice, you will not appear on the waiting list of the centre that indicated it had no space! Some centres give a definitive answer and do not work with a waiting list. Replace them with a new day care centre.

Waiting list: Your preferred day care centre has indicated that it does not have room for your child, however you still wish to remain on the waiting list. This means that this day care centre will continue to see your request. It will consider your file in future planning rounds or when free places occur. At the beginning of the search, you better look out for alternatives. Only put yourself on the waiting list of day care centres where you really want to start.

Proposition: The day care centre you selected has reviewed your request and will make a childcare proposition for your child. You can view this proposition via your profile. Be sure to respond within 10 days by contacting the day care centre directly. You will have to make an appointment with the day care centre to sign the contract.

Enrolled: You have accepted a day care centre's proposition and your child is enrolled.

No response: You did not respond to the childcare proposition of day care centre x in time. If this was not your intention (e.g. you were on vacation?), contact a staff member from *het Loket Kinderopvang* to discuss your question.

Refused: You refused the childcare proposition from day care centre x. This means you cannot replace it with another preference.

19. I have received a proposition from one day care centre that I must respond to within 10 days. However, I would like to wait for the proposition from another day care centre.

Have a look in the file of the desired day care centre to see when they schedule the assignments. If this date has passed, you can contact them to ask when you can expect a response. If the assignment will not happen within a short period of time, you will have to make a choice. If the start date is far away, you can possibly ask the day care centre that made a proposition if this proposition can remain valid for a while but they do not have to respond to this question.

20. A day care centre indicated to have 'no place' for my child, what do I do?

A day care centre checked their schedule and indicated they do not have room for you (taking into account your start date, care plan and comments). In this case, you need to choose **as soon as possible** between 'waiting list' and 'new day care centre'. Some day care centres do not work with a waiting list, their answer 'no place' is definitive. With 'waiting list' your file remains visible to the day care centre. However, the chance of assignment is minimal since the planning round is already over.

If you choose 'new day care centre', your latest application will receive the status 'in treatment'. The other applications remain unchanged.

21. Can I continue to search for another day care centre or childminder, although I have already found one?

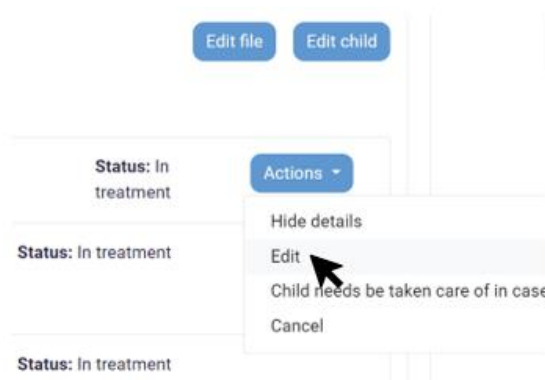
You can continue to look for an alternative regardless the reason. Once you have accepted a proposition and the status in your file has changed to 'registered', you can start a second request. In the box 'comments' you can specify why you are continuing your search for a day care centre. Be sure to also check the desired care plan, start and end dates. It is important that you discuss this on time with your current day care centre. They can as well see that you are submitting a second application. Be aware that if you stop your current day care place, you must respect a notice period (with a possible deposit).

22. Can I submit a second application for my child?

You can submit a new request for any reason: e.g., because you are looking for a closer location or you do not feel comfortable in the current day care centre. You can submit a second request as soon as your first request received the status 'registered'.

23. Can I be on the waiting list of a childcare centre that I previously chose but already replaced?

Yes, you can. To do so, go to the 'actions' button and select 'edit'. If the previously chosen childcare centre is in your favorites list, select it as one of your six preferences and go through the next steps.



Is it about a day care centre that was not yet in your favorites list or does it fail? Contact *het Loket Kinderopvang*.

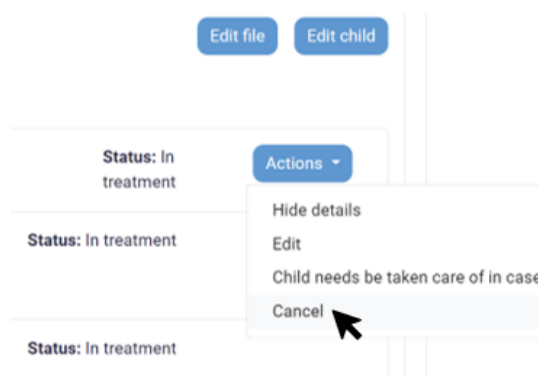
24. What is my current place on the waiting list?

Most day care centres do not answer this question. The answer depends heavily on a day care centre's intake policy (e.g., enrollment based on birth month versus start date). As a matter of fact, the waiting list is only used if there are unexpected free spots (someone who moves away, a child coming for fewer days,...). Moreover, it does not always work chronologically but according to a match between the place and the age of your child, the desired care plan and the priority policy of that centre. So, it is best to choose only the waiting list for those centres you prefer and replace the other centres with 'no place' by new day care centres.

25. How can I cancel my application.

You may wish to cancel your application for various reasons. For example, because of a pregnancy loss, a move out to another city or because you already found a day care centre outside our system (e.g. in Rotselaar or Boutersem,...). Thank you for bringing this in order.

Open the file you wish to cancel. Click on the 'actions' button inside your file number. Choose 'cancel'.



Select a reason:

Are you sure you want to cancel file 50415?

Reason:

I found childcare at a childminder or daycare center outside the system

- I found childcare at a childminder or daycare center outside the system
- I found shelter with family or friends
- I will take care of my child myself
- I'm moving
- Child too old / almost goes to school
- Childcare price
- I received no suitable childcare proposal or not
- Pregnancy loss
- Child needs specific care
- Other reasons

Please note, this does not work when a proposition is already attached to the file.

Unable to cancel your application by yourself? Let us know at info@kinderopvangleuven.be or 016/27.26.43.

26. When can I expect a response from the day care centres?

Each day care centre has its own assignment policy. More information on this can be found in each day care centre's file on our website.

Illustration:

Allocation policy

Aanvragen worden maandelijks bekeken. Elke maand kunnen kinderen starten. Ouders ontvangen ongeveer 7 maanden voor de startdatum bericht over een mogelijke opvangplaats.

27. How many choices should I put on my list?

You can add a maximum of 6 choices to your list. It is best to add as many day care centres as possible to your list. This will increase your chances of finding a day care.

28. I received an email that said that I did not confirm my place on the waiting list within 14 days.

Please contact *het Loket Kinderopvang* by email or by phone. We can put you back on the waiting list.

It is important to take care of this yourself and on time. You can do this through your account by clicking on 'renew waiting list' under 'action'. If you don't have access to your account, you may also forward us the email asking us to put you back on the waiting list.

29. Due to an emergency, I have an urgent childcare request for myself or a family I am accompanying. What should I do?

If possible, fill in the question using the online system. When doing so, clarify the exact need. If the start date is within two months, the request will automatically appear on the emergency list. This means that all day care centres can see your request, not just those you selected in your own list. When a day care centre unexpectedly has a spot available at short notice (e.g., due to a child moving or changes in care plans), they first consult the emergency list to fill in the spot.

Are you a parent of a foster child or find yourself in a very difficult situation? Contact *het Loket Kinderopvang*.

30. My child's childminder or day care centre will soon close permanently. Can I quickly find another place?

It is advised to submit a new application immediately. Are you looking for a new place within two months? Then your new request will be seen as an 'emergency request'. Select as reason 'usual care falls away beyond the will of the parent'. Your request will automatically appear on the emergency list. This means that all day care centres (not just the selection you made yourself) can see your request. Still, it remains to be seen whether a place becomes available somewhere. In the meantime, keep your file as up to date as possible. Could you find a place outside Leuven or don't you need a day care anymore? Cancel your request or let us know.

31. I am a foster parent/an adoptive parent. My foster/adopted child is already born but I don't have all the details such as birth date, start date, etc.

You can indicate under 'relationship with the child' that you are a foster or adoptive parent. If you indicate this, a number of details are not mandatory and you can continue with the application.

We also recommend that you explicitly indicate in the comments box that you are applying for a foster child. As a foster parent, it is advised to contact het Locket Kinderopvang anyway. Foster children are given priority by law. Since the placement of a foster child can be unpredictable, it is best to keep het Locket Kinderopvang well informed when you have information on a possible assignment of a child.

32. Can my child get priority?

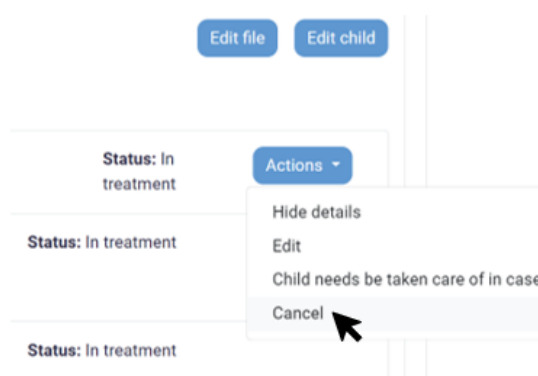
By law, day care centres must give priority to several groups: siblings, parents working and/or studying, single parents, low-income parents and parents of a foster child. This means that centres working with the income rate must give 20% of their places to parents who meet 2 of these characteristics.

Apart from the legal priority groups, each day care centre additionally applies its own priority rules (e.g. priority to residents of the neighbourhood). These can be found in the centre's information file on the website.

33. I applied for my child but the pregnancy ended prematurely.

From your account, you can cancel the application yourself. Unfold the 'actions' button and click on 'cancel'. There you can enter the reason, select 'pregnancy loss'. The staff at *het Locket Kinderopvang* can also assist you with this.

Even if you have already received a proposition or were enrolled, you may contact *het Locket Kinderopvang* so they can cancel the application.



Important to know: the application will be cancelled but will stay visible in your profile. Would you rather not have this? If desired, *het Locket Kinderopvang* staff can remove the application completely.

34. I am moving. What should I do?

Are you no longer looking for a day care centre? Cancel your request with the reason 'I am moving'.

Are you still looking for a day care centre? Go to 'edit applicant' and change your address if you have already moved or add your future address with the date of moving. The address will change automatically when you move. If necessary, update your day care centre choices as well.

My applications



Future address

35. My child needs specific care.

Things don't always go as planned. Maybe you're wondering if your child can go to a day care centre? Parents of a child with a special care need can contact *het Centrum Inclusieve Kinderopvang (CIK)*. An inclusion coach can help find a day care centre that fits your needs and your child's needs. In addition, the inclusion coach can support the day care so that each child receives customized care.

Are you unsure if your child belongs to the target group? Feel free to contact *het Loket Kinderopvang* to discuss your question. If necessary, we will put you in contact with the *CIK*.


What can you do?

- Indicate in your application that it concerns a child with a specific care need. This can be done in the tab with information about your child:

Relation to the child

Parent

Co-parenting

Specific health needs 

Info Specific health needs

Multiple birth

Save

Kinderopvang

- Contact *het Loket Kinderopvang* to discuss your care question. We will redirect you to the *CIK* if needed.

36. How much do I need to pay for a day care centre?

There are two pricing systems:

1) Day care based on income rate:

How much you will have to pay depends on your family income. You can simulate your real daily rate on the website <https://mijn.kindengezin.be/>. Please note that on top of the daily rate, a number of additional costs can be charged (administrative costs, different daily rate in case of non-authorized absence,...). Be sure to ask about this at the introductory meeting.

More information about the income rate can be found on the website of *Kind en Gezin*: <https://www.vlaanderen.be/publicaties/inkomenstarief-voor-ouders>. In this brochure you will also find the minimum and maximum price.

2) Day care based on standard rate (fixed price):

The price of this day care is determined by the care facility and is the same for each child. Prices range between 32 and 40 euros per day. You do receive a childcare allowance per day through *het groeipakket* (+ 3.5 euros).

37. I need an income rate certificate.

You can request a certificate through *Kind en Gezin*.

Do you need help? Make an appointment at *het Loket Kinderopvang* and be sure to bring your identity card, pin code or 'It's me'. If you do not have an electronic proof of identity, bring your last pay slip (+ that of your partner) or your last tax return.

38. Where can I go with complaints about a day care centre?

Are you having problems? Are you not satisfied? Are you unsure about a certain situation? Discuss this in the first instance with the childminder, the child's supervisor or the person in charge of the day care centre. Childminders (affiliated to the service for family-based childcare) also have a supervisor you can contact.

Do you still have a complaint after this conversation? Ask an internal complaints procedure.

If necessary, you can also contact the Opgroeien complaints service. You can find their contact information here: <https://www.kindengezin.be/nl/contact/klachtendienst>.

More information on the topic 'quality in day care centres' can be found on the *Kind en Gezin* website: <https://www.kindengezin.be/nl/thema/kinderopvang-en-naar-school/kwaliteit/mijn-kind-ok-de-opvang>.

39. How can I request inspection reports?

Inspection reports can be consulted on the following website of the *Zorginspectie*: <https://www.departementwvg.be/zorginspectie-inspectieverslagen-en-openbaarheid>. Some reports can already be found online. Others you will have to request yourself with an online request form.