Flying Start Partners Webinar – 2026

Introducing EC Connect – a secure online platform enabling partner services to submit enrolment and participation data to the OECD.

Q & A Summary

EC Connect access and user management

Q: Which staff members at partner services are required to have access to EC Connect?

A: Each service is required to have a primary user with provider-level authoriser access, typically the Centre Director or preschool funding manager.

We also recommend access is given to one or two additional staff members by the authoriser, such as administrative staff, to ensure backup support is available when needed.

Q: When will users be added to EC Connect?

A: Provider-level authorisers will receive access to EC Connect from **18 January 2027**, ahead of Term 1. Once their account is activated, they will be able to manage access and add additional users for their services.

Q: Will providers be able to view multiple services under one login?

A: Yes, provider authorisers will be able to view all their Flying Start partner services under one login.

Q: When should services deactivate EC Connect users following staff changes?

A: We recommend removing staff members' access to EC Connect as soon as they leave the service or when their employment conditions change (going on extended leave and changing roles or responsibilities).

myID and account activation

Q: Has the OECD received any feedback from services participating in the EC Connect pilot about myID?

A: Feedback from the pilot has been positive, with most users finding the account activation process straightforward, particularly if they already have myID set up.

Some users have needed support because their myID does not meet the minimum 'Standard' identity strength required to access EC Connect.

We encourage services to check their myID identity strength early and upgrade to 'Standard' if needed to avoid delays when activating their EC Connect account.

Q: How can staff use myID to access EC Connect if their service has restrictions on personal devices?

A: myID is a personal digital identity used to securely access EC Connect.

We recognise that some services have policies restricting personal device use around children.

Staff may need to step away from areas where children are present to complete the myID authentication process on their personal device.

We request that services follow their existing policies and procedures when using myID to access EC Connect and seek clarification with their organisation to ensure the proper use of personal devices are adhered to.

Enrolment and participation data

Q: Is EC Connect only for Preschool Plus or for all Flying Start preschool enrolments?

A: EC Connect is used to capture all confirmed enrolment data for children enrolled in a Flying Start 3- or 4-year-old preschool, including Preschool Plus enrolments.

Q: Will enrolment data from 2026 be transferred to EC Connect?

A: No, 2026 enrolment data will not be transferred automatically to EC Connect.

Q: Do services commencing Flying Start in Term 1 2027 need to upload projected enrolments now?

A: No, services commencing Flying Start in Term 1 2027 do not need to upload projected enrolments.

Your first data submission will be due in February 2027. This will be for your confirmed Term 1 2027 enrolments, and where applicable, planned enrolments (previously known as registrations of interest) for a mid-year (Term 3) start date.

Q: Will EC Connect flag duplicate child records before the final submission of Term 1 2027 data?

A: EC Connect does not currently have the functionality to identify duplicate child records. However, this is being considered for a future update.

Data uploads and submission processes

Q: Can services see a preview of the bulk data upload template?

A: Yes, we'll walk through the bulk upload template and process in more detail at our 3 December webinar, EC Connect: Launch and Getting Ready.

Today's webinar focused on manual data entry. The next webinar will provide step-by-step guidance on bulk uploading to help services prepare for Term 1.

Q: How can services request a new data upload form link if their existing link has expired?

A: If your data upload form link has expired or is no longer working, please email OECD.FlyingStartPreschoolData@sa.gov.au to request a new link.

Training, resources and support

Q: Will a recording of the webinar be available for services to revisit the EC Connect process?

A: A PDF copy of today's webinar presentation will be uploaded to the Flying Start Partner Portal.

You'll also find a range of helpful resources to guide you through using EC Connect, including step-by-step instructions.

A dedicated support hotline is also available if you need further assistance.

Call 1800 868 657 then select option 2 for EC Connect technical support.