



ENROLMENT AGREEMENT

1. I/We agree to comply with all Government Requirements in relation to the Centre and its service.
2. I/We agree that in the event of an accident or injury to my child which requires medical care, Crayon House Childcare will attempt to contact us. In the event of an emergency and the parent/guardian or emergency contacts are not able to be contacted, the Centre Director/Responsible Person on Duty has discretionary power to seek immediate medical attention of your child including Ambulance transport our child to hospital. Settlement of all medical costs including Ambulance costs incurred is the responsibility of the parent/guardian.
3. I/We agree to pay our childcare fee weekly in advance via direct debit form using either bank account or a credit card. Direct debit fees are payable by the parent/guardian. A dishonor fee will apply for direct debit transactions where there are insufficient funds to cover the fees.
4. I/We are aware that it is our responsibility to maintain a current Family Assistance Office Income Assessment Notice for Child Care Subsidy Purposes.
5. I/We are aware that it is our responsibility to provide and maintain all Government requirements for CCS (child care subsidy). Full fees will be charged until we receive notification from the Family Assistance Office. CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's invoice). Families are required to pay the difference between the fee charged and the subsidy amount – the "gap" amount. In case of any change in the CCS entitlement, I/We agree to pay all the due fees, levies and charges of the Centre within 5 days of the issue date of any fee statement.
6. I/We are aware that fees for all absent days, sick days, holidays and public holidays are payable.
7. I am aware that we must sign our child/ren in and out of the centre daily or full fees will be charged, as per our requirements from the Family Assistance Office.
8. In the event that we overlook to sign the attendance record, I/We authorise staff at Crayon House Childcare to sign on our behalf for normal attendance, absent days and or holidays.
9. I/We are aware that after any contagious illness, prior to recommencing care, parents are required to provide a medical clearance before returning to the centre and when necessary a detailed statement outlining any specific health and care requirements.
10. I/We declare that the information in this enrolment form is true and correct and agree to notify the Centre Director in writing of any changes to my child's enrolment status such as contact details, emergency contacts, and court orders/documentation.
11. Any changes to your child/ren's booking will need to be advised in writing two (2) weeks in advance. Extra days may be booked as and when they are available.
12. Parents and or guardians are responsible for their children in the car park and surrounding areas. Please note it is an offence to leave young children unattended in the car.
13. I/We are aware that the centre closes at 6pm and a late fee will apply of \$2 per minute, per child for children not collected from the centre by closing time. Late fees are not subsidised by CCS.
14. I/We are aware that two (2) weeks written notice must be given to the Centre Director for cancellation of care. Any absences in the last two (2) weeks (right up to the last day) will be charged at the full rate. If a child is absent for two weeks and no communication can be made we will assume that you no longer require our services and the care will be cancelled.
15. I/We acknowledge that if our childcare account is not settled in full within 5 working days of my child exiting the centre, a Debt collection agency is employed to collect the outstanding monies. I agree to pay any collection fees applicable to my/our account incurred from the debt collection agency, including court costs.
16. Each child is entitled to 42 days of allowable non-attendance (including public holidays). Absences exceeding this will require a doctor's certificate to claim CCS.
17. We retain the right to cease care to any child or adult who displays aggressive behavior which poses a threat to other children or staff at the service.
18. Non-compliance with any part of the centre's policies and procedures may result in immediate cancellation of care.
19. Anyone collecting a child for the first time (authorised person) will be asked to present photo ID and a photocopy to be made. Team members also have the right to request photo ID at any time.
20. A child will not be released into the care of anyone under the age of 18 or anyone not listed on this enrolment form as an authorised person/emergency contact.
21. I/we understand that if any employee of this Service feels as though the authorised person collecting a child is under the influence of drugs or alcohol, the child may not be released and an emergency/authorised contact will be arranged to collect the child/ren.
22. I/We are aware that there is a one off enrolment administration fee charge of \$100.00 per family.
23. I/We have read the terms and conditions detailed in the enrolment form and Parent Handbook and agree that the Child's enrolment in the Centre is conditional upon the terms set out in the Parent Handbook. After reading the Parent Handbook and related enrolment documentation and discussion with the Centre Director or his/her representative at an interview, I/We understand the full extent of the Centre's activities and expectations.
24. In consideration of the Centre enrolling the Child, I/We agree with the Centre to:
 - accept the Centre's philosophy stated in the Parent Handbook as it applies to the Child;
 - consent to the participation of the Child in the full range of the Centre activities as advised to the Parent/Guardian/s from time to time,
 - comply with the rules, regulations and expectations of the Centre in force at the time;
 - co-operate with the Centre in matters of behavior management;
 - Give permission for Crayon House Childcare to transition my child into the next age group room when a qualified staff



member deems my child is developmentally ready and when he/she is six months away from being placed with the next age group. (Regulation 123(5), Crayon House Childcare may include an enrolled child in an age range that is up to six (6) months higher or six (6) lower than the actual child's age, based on the child's development.

PRIVACY COLLECTION STATEMENT – CRAYON HOUSE CHILDCARE

Our Service Crayon House Childcare will not use personal information for any purpose that is not reasonably required for the appropriate or effective operation of the Service. The privacy of all information provided is paramount which we as a Service will protect at all times.

Personal information gathered by the Service may be accessed by and exchanged with staff educating and caring for a child, by administrative staff or for legal requirements. Personal information collected may include, medical information, income and financial details, contact information, children's developmental records, legal information, employment/martial information, qualifications, staff entitlements, and information required under the National Law and Regulations.

We may disclose personal information where we are permitted or obligated to do by Australian law. This may include - Government employees - Authorised officers during Assessment and Rating - Software companies that provide computer based educational programs which use children's personal information

- Lawyers in relation to a legal claim
- Debt collection agency where fees are outstanding
- Officers carrying out an external dispute resolution process
- Protecting individuals from serious misconduct or to prevent a serious threat to a life, health or safety.

Personal information is stored in a safe and secure manner, using locked filing cabinets or password protected database and computer. Information is backed up electronically and stored securely. Hard copy information is stored securely at the Service and archived in accordance with regulatory requirements when no longer needed.

Our Service will gather written permission prior to disclosing personal information. This may include displaying medical plans or early intervention services.

We are committed to safeguarding and protecting the privacy of personal information and adhere to the Australian Privacy Principles. By providing our service with personal information, you consent to the collection, storage and use of personal information in the ways described in our policy and collection statement.