



Conditions of Enrolment

Child/rens Name/s.....

Updated Oct 17

Health and Safety

I understand that;

- ✓ Staff, management committee and other authorised persons reserve the right, after all reasonable attempts have been made to contact the parents or guardians stated on the enrolment form to seek medical treatment from a registered medical practitioner, hospital or ambulance service and transportation of the child by an ambulance service, should the need arise.
- ✓ coordinator, management committee and any other authorised persons reserve the right to suspend my child/ren if s/he continues to use disruptive or aggressive behaviour and puts other people's safety at risk.
- ✓ all staff employed by Activity Centres Inc have had their 'working with children' check lodged with the NSW Office of the Children's Guardian, for the care and protection of Children & Young people and have been cleared to work with children.
- ✓ all staff are obligated by law, as mandatory reporters, to report to Community Services any concerns for children that may be at risk of harm. All reports made will comply with the current NSW child protection legislation and documentation will comply with policies and procedures.
- ✓ if my child/ren decides to run away, the service and its staff, management committee and or any other authorised persons are not to be held responsible. Service staff, by law, are not able to chase a child that runs away as it leaves other children in care without adequate supervision. If my child/ren does run away from staff, whether it is from the centre, or on an excursion, walking to and from Girraween School, or Our Lady Queen of Peace School to service, the staff will phone a parent/guardian. It is then the parent/guardian's decision to take whatever action they feel is appropriate. If my child/ren does run away and is injured in any way the service, staff, management committee or any other authorised persons are not liable.
- ✓ I may be asked to give up my child/rens place, or have my days reduced, so the service can adhere to the priority of access guidelines that are set by the Federal Government. These guidelines are put in place for the safety and protection of all children. (Priority of access can be viewed in the Family handbook section of our website)

I have read, agree and understood this section: Parent Initial:.....

Information and Enrolment

I understand that;

- ✓ the information collected on the online enrolment form is for the services records. It is essential that the service has the current address, contact details and medical information for my child/ren and it is my responsibility, as the parent, to make sure all of these details are kept up to date.
- ✓ it is in my child/ren's best interest that I notify the service staff of anything that may affect my child/ren's behaviour, e.g.; the death of a family member or friend, divorce etc, as this may help the staff to understand my child/rens behaviour and to offer support to my child/ren and/or family.
- ✓ the enrolment form needs to be completed, and the conditions of enrolment signed and returned with the current enrolment fee and bond
- ✓ once my enrolment has been finalised I understand the enrolment fee is not refundable, even if my child does not attend the service.

I have read, agree and understood this section: Parent Initial:.....

Communication, Behaviour and Respect

I understand that;

- ✓ the service has an inclusion and interactions policy; all persons on the premises will be treated with respect regardless of their age, gender, race, culture or religious beliefs.
- ✓ offensive language and or gestures are not to be used in front of the children or within the service grounds.
- ✓ aggressive and violent behaviour from parents, or anyone collecting children, visitors, children or staff will not be tolerated.

I have read and understood this page and agree to these conditions of enrolment and will abide by them at all times.

Parent Name.....Signature.....

- ✓ if my child or I have a problem with another child that is at the service and in the services care, I am not to approach the child or their parent. I must speak to the shift supervisor and leave it to the shift supervisor or the service coordinator, manager or management committee to assess the situation. I will be informed of the outcome.
- ✓ under no circumstances is a parent or guardian allowed to discipline another child.
- ✓ if my child/ren wilfully damages or breaks equipment at the service, or within the service grounds, I shall replace or reimburse the service for the damages incurred by my child/ren.

I have read, agree and understood this section: Parent Initial:.....

Bookings, Arrival and Departure

I understand that;

- ✓ only authorised persons, nominated by the parent, may collect children from the service. Written permission needs to be given to the service coordinator if I would like to add additional people to the pick up list.
- ✓ the service and its staff have no right to refuse natural parents access to their child/ren. Child/ren will be able to leave the service with any natural parent, unless the service has viewed a custody order or equivalent. The natural parents must give the service staff proof of their identification that states their current residential address and contact details.
- ✓ I must contact the service before 2.30pm if my child/ren is not attending on a scheduled after school care day. Failure to contact the service before 2.30pm will incur the current non-notification fee.
- ✓ I must contact the service as early as possible if my child is not attending a morning session as another child could utilise the place if required.
- ✓ I must contact the service if I am unable to collect my child/ren before it closes at 6.30pm. A late fee will apply if I collect my child after 6.30pm.
- ✓ if my child/ren have not been collected within 1 hour of the service closing and I have made no contact, staff have the right to contact the local Police along with Community Service to report my child as abandoned. I understand that this action will only be taken as a last resort and after all reasonable efforts have been made to contact authorised persons nominated on my enrolment form.
- ✓ to comply with the relevant Government Departments for Child Care Benefit (CCB) purposes, it is the parents responsibility to ensure their child/ren is signed into care each morning, and out each afternoon. Failure to do so could jeopardise my CCB payments. It is a requirement by law that all attendance records are signed by a parent or person over 18years of age, so I must co-sign the roll within a reasonable amount of time if I allow a person under the age of 18 to drop off or collect my child/ren.
- ✓ at St Anthony's I must not park across the driveways in Girraween Road or block any entrances to the school at any time.
- ✓ Toongabbie West and Beresford Road, parents may park in the school car park in the marked places provided, before 8am and after 3.30pm only. Check with the school principal if you are unaware of the parking arrangements during school hours.
- ✓ At OLQP parents can use the Parish car park, or drop off zone. Parents must be mindful of other users of the area and not block driveways or other parked cars.
- ✓ 2 weeks written notice must be given to change or cancel bookings. To comply with CCB guidelines, full fees will be charged if my child/ren is marked absent after their last day in care during the 2 week notice period.
- ✓ To comply with CCB guidelines, full fees will apply to hold a place open for my child/ren, before my child/ren's first day in care.
- ✓ Fees will not apply if a public holiday or pupil free day falls on what would be normally a permanently booked day.
- ✓ Girraween Activity Centre is open for "pupil free" days for children that are normally booked into Toongabbie West, Girraween or Beresford Road Activity Centres, Please see the service coordinators for further details on pupil free day care.
- ✓ Greystanes Activity Centre will only open for 'Pupil free days' if; Girraween is not open, we are able to secure our rooms for the full day and we receive adequate bookings to make it viable. Please see service coordinator for details.
- ✓ I must request in writing a refund of my bond, this process will take up to 4 weeks to process to ensure all CCB and CCR is finalised.

I have read, agree and understood this section: Parent Initial:.....

I have read and understood this page and agree to these conditions of enrolment and will abide by them at all times.

Parent Name.....Signature.....

If my Child Attends Girraween Primary School;

- ~ **Before school** staff will either walk children to school, or place them on the public school bus.
- ~ If walking, the staff and children leave the centre at 8.30am and walk along Carinya Road to school, our estimated time of arrival at school is 8.45am we operate on a 1:15 ratio and risk assessment.
- ~ If catching the bus staff will wait at the bus stop out the front of the service and place children on any of the following 3 buses (3068 at 8.30am, the 2040 at 8.47am or the 2031 at 8.41) although it is normally the 2040 that we use.
- ~ **After school**, staff and children assemble at 3pm in the designated waiting area, roll call is completed, children and staff leave the school around 3.15pm and walk down Carinya Road to the centre arriving at approx. 3.30pm, we may be later if staff are calling parents and trying to locate children who have not come to roll call. We operate on a 1:15 ratio and risk assessment.
- ~ the service staff take all care when delivering and returning children to and from Girraween Public School, however, in some cases children may be left at school or the service for whatever reason (e.g. illness, sore leg, etc). I then give permission for a member of the service staff or a staff member of Girraween Public School to collect my child in their private vehicle and transport them to school and or the service. (RTA restraint laws permitting).
- ~ Children must have wet weather gear in their bags all year round, I understand that there is no other option but to walk from school to the service each afternoon in all weather conditions as there are currently no suitable transport options, failure to send my child with wet weather gear will result in me being charged for a disposable raincoat.

I have read, agree and understood this section: Parent Initial:.....

If My Child Attends Our Lady Queen of Peace I understand that:

- ~ our staff will walk children from our room in the Parish down to the School playground each morning.
- ~ our Staff will meet Children in the designated assembly point each afternoon, roll call will be completed at the assembly point, once all children are accounted for staff and children will walk together up to our room. We should all be at our room by 3:15pm, we may be later if staff are calling parents and attempting to locate children who have not turned up for roll call. We operate on a 1:15 ratio and risk assessment.
- ~ Children must have wet weather gear in their bags all year round, I understand that there is no other option but to walk from school to the service each afternoon in all weather conditions, failure to send my child with wet weather gear will result in me being charged for a disposable raincoat.

I have read, agree and understood this section: Parent Initial:.....

Fees and Charges (including bond and overdue accounts)

I understand that:

- ✓ the management committee will give 2 weeks' notice if fees need to increase to cover outgoing costs and legal obligations involved in the organisations operations.
- ✓ we have a fortnightly billing cycle, (see fees tab on website for due dates for payments).The statement will show a one month period being the previous fortnights care, including any payments and an accurate record of your CCB and CCR entitlements. It will also show the following fortnights bookings and include an estimate of your CCB. (CCR may not be shown on advanced bookings).
- ✓ a statement will be emailed to the parent who is registered with the family assistance office and receives the Child Care Benefit. Statements will only be posted if an email address has not been supplied.
- ✓ when I receive my statement, the bookings and fees for the fortnight in advance it is only a guide and is subject to change depending on my Child Care Benefit entitlements.
- ✓ I can speak to the coordinator and organise a payment plan if I am having financial difficulties.
- ✓ All fees must be paid in full by close of business on nominated date each fortnight, as stated on fees tab on organisations website. To avoid the current overdue account fee please ensure your fees are paid by the due date.
- ✓ If my account is in arrears on the due date, my account will be debited the current overdue account fee, which will appear on my statement. My account will then be flagged for follow up. I must pay the overdue amount including the overdue fee within 7 days to avoid further action being taken.
- ✓ I will receive a "reminder notice", if I fail to pay my account within 7 days of the overdue fee being charged.
- ✓ I will receive a "letter of demand", if I fail to pay my account within 7 days of the 'reminder notice' being sent, which will also include notice of my child/rens place at the service being terminated.

I have read and understood this page and agree to these conditions of enrolment and will abide by them at all times.

Parent Name.....Signature.....

- ✓ I understand that, if I fail to pay within 7 days of receiving the 'letter of demand', I will incur the current debt collection fee and my details and the details of my authorised contacts will be sent to an external debt collection agency.
- ✓ If I default in paying my account in full upon my child leaving the service and after a reasonable attempt has been made by the service to collect my debt, I will need to pay the current debt collection fee which will be applied to my account on lodgement with an external debt collection agency, I will also be liable for any other charges incurred in collecting my debt by the debt collection agency. I understand that my details and the details of my authorised contacts will be forwarded to the external debt collection agency.
- ✓ If I fail to pay my fees in full within 7 days of my child/res last day in care, I will not be entitled to my bond refunded.
- ✓ If my account is sent to an external debt collection agency I am not entitled to get my bond refunded.
- ✓ once my form has been processed the enrolment fee is not refundable, even if my child does not attend the service.

I have read, agree and understood this section: Parent Initial:.....

Food and Meals

I understand that;

- ✓ breakfast is available to all children who arrive before 8am. Breakfast is packed away at 8am sharp. If my child/ren arrives after 8am and not had breakfast they will be given a bowl of cereal or a sandwich which will be decided by staff, depending on the time.
- ✓ the service will provide a fruit and vegetable platter at afternoon tea time to supplement the healthy snack I send in from home.
- ✓ during vacation care breakfast and afternoon tea will be as above and all other food must be supplied by the family.
- ✓ for the care and protection of our anaphylactic children, please do not send any foods containing nuts, including peanut oil.
- ✓ healthy eating is promoted within the service. I should provide my child/ren with healthy food.

I have read, agree and understood this section: Parent Initial:.....

Additional activities

I understand that;

- ✓ At Toongabbie West Activity Centre:
 - ~ Children may be taken to Ambrose Park playground and/or Ambrose Park Community Garden, both venues adjoin the school . Children will be allowed to play on the equipment or help in the Community Garden as part of our programmed and free play activities.
 - ~ Children may leave the school grounds and walk a few houses down from the school, with staff to the red letter box to post letters.
 - ~ children may leave the school grounds and assist the staff with the placing and removing of the school crossing flags at the zebra crossing in Ballandella Road on a regular basis.
 - ~ children may leave the school grounds and assist the school by putting out the schools recycle bins for collection, they will be accompanied by staff.
- ✓ At Girraween Activity Centre:
 - ~ children may be taken to Keene Park which is behind the apartments directly opposite the centre. (in Targo Road) Children will be allowed to play on the equipment as part of our programmed and free play activities.
 - ~ Children may be taken to Greystanes creek to engage with the local environment and community as part of our programmed and free play activities.
- ✓ At Beresford Road Activity Centre:
 - ~ Children will be allowed to play on the climbing equipment in the school playground as part of our free play and programmed activities.
- ✓ At Greystanes Activity Centre:
 - ~ children will be taken from the Parish grounds to the Primary School (OLQP) or High School (St Pauls) to play in their outside spaces.
- ✓ Risk assessments have been completed and are available on our website.
- ✓ I authorise the educators to take my child out of the service for regular outings as part of the programmed and free play experiences offered in the program.

I have read, agree and understood this section: Parent Initial:.....

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Parent Name.....Signature.....

Management of Activity Centres Inc

I understand that;

- ✓ Activity Centres Inc is a community based, not for profit organisation managed by a parent committee, all parents are encouraged to participate and contribute their feedback. It is best practise to ensure a parent representative from each of our services attend the committee meetings to ensure all services are supported.
- ✓ the parent management committee is made up of parents who currently have children enrolled in our organisation. Other interested parties can join our committee if they have relevant knowledge or experience in our industry, however they must be approved by the committee.
- ✓ the parent management committee meet at Girraween Activity Centre in week 5 of each term, on Wednesday night at 6.30pm.
- ✓ i must give 24 hours' notice if I need child care for my child/ren to attend the committee meeting.
- ✓ without a parent management committee, legally, the organisation would no longer be able to operate and all of the services managed by Activity Centres Inc would need to be closed.

I have read, agree and understood this section: Parent Initial:.....

Vacation Care

I understand that:

- ✓ vacation care is only available at Girraween Activity Centre.
- ✓ vacation care forms are made available 4 weeks prior to each vacation care period.
- ✓ priority is given to children currently attending before and after school care at our services, if booking forms are returned within the priority enrolment period.
- ✓ payment by the due date must be made to avoid the late lodgement fee being incurred.
- ✓ I must read the parent information handout attached to enrolment forms for every vacation care period to ensure that I understand what is happen during each vacation care period.
- ✓ my child must have wet weather gear in their bag all year round, especially on excursion days. Failure to send wet weather gear may result in me being charged for a disposable raincoat.

I have read, agree and understood this section: Parent Initial:.....

Risk Assessments

- ✓ I understand risk assessments have been completed for high risk activities my child will participate in.
- ✓ A copy of risk assessments are available on Activity Centres Inc website.

I have read, agree and understood this section: Parent Initial:.....

Miscellaneous

1. I agree to follow and abide by the Organisations rules, policies and procedures.
2. I understand that it is my responsibility to view the Organisations policies which are available on the website.
3. The information I have given is true and correct. I understand that any false and/or misleading information will result in my child/ren's place being terminated. I will notify the service of any changes to information I have given on this form.
4. Whilst at the service my child/ren will be photographed and appear in the day books/videos. These do not leave the service.
5. Whilst at the centre my child/ren may be observed and have relevant observations documented.
6. I understand that the service and its grounds is a non-smoking environment.
7. I understand the organisation has a website and a Facebook page. Our staff try their best to ensure it is kept up to date with current and relevant information. I will be shown any identifiable photographs of my children that the service may wish to place on these pages and permission will be sought prior to uploading these images.
8. I understand that if my child/ren does not have a hat one will be given to them, the cost will be added to my account (see fee schedule)

Fundraising and Donations.

I understand that;

- ✓ to keep fees to a minimum I may be asked to fundraise or to donate items needed for the children's games and activities, a donations list will be placed on the notice board throughout the year, if needed.

I have read, agree and understood this section: Parent Initial:.....

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Parent Name.....Signature.....