



**IMPORTANT:** If completing electronically, save a copy to your computer before filling out. You need to return a printed and signed copy to your **Centre Director**.

PAISLEY PARK  
EARLY LEARNING CENTRES  
**Tel:** 1800 PAISLEY / 1800 724 753  
**Email:** info@paisleypark.com.au  
**Web:** www.paisleypark.com.au  
PO Box 7007  
Baulkham Hills BC  
NSW 2153

# Parent Contract

## Privacy Statement

Our Centre maintains records of children's attendance, health, family financial matters, such as fee payments, and the developmental records of each child as required by ACECQA or relevant state representative legislative requirements. All information is confidential and is only available to parents/guardians of the child/ren concerned, and at the request of ACECQA, its relevant state representatives and The Department of Human Services. Special requirement records will be kept, if notified by a parent/guardian, which may relate to a child's culture or religion or if the child has a disability or other special need. The specific needs of all children will be recorded.

Paisley Park encourages the involvement of Students from various Early Childhood Learning institutions, including Universities and TAFE's. Students will become involved in observing your children and if this is to happen permission from parents will be requested in the first instance.

## Terms & Conditions

- **Enrolment Fee/Waitlist Fee:** I/we acknowledge that all new enrolments and waiting list applicants are required to pay a \$100 holding fee. This \$100 is to secure your position on the waiting list at the Centre. Upon commencement of enrolment, this enrolment fee will be deducted from the Holding Deposit. If enrolment is not commenced by you, the \$100 is not refundable, except where we are unable to offer you a position after twelve months of you being placed on our waiting list.

- **Minimum Enrolment Period:** I/we acknowledge that all enrolments at Paisley Park Early Learning Centres are for a minimum period of three (3) months.

**NOTE:** The preferred days of care selected may be changed by Paisley Park with 48 hours' notice to an alternate day/s in accordance with Federal Government Priority of Access guidelines.

- **Priority of Access:** I/we agree to following the Federal Government Priority of Access Guidelines set out by the Australian Government (refer to Parent Handbook and/or Priority of Access Policy).
- **Holding Deposit/Bond:** I/we acknowledge that a holding deposit of two weeks' fees for each child is payable upon enrolment. This will be held on your account as a Bond and refunded to your account within approximately three (3) weeks upon termination of placement



after the final day of attendance with a final account statement allowing for adjustment of CCS that the government may require. If accounts fall into arrears and require the use of the holding deposit to cover fees, care may be refused until such times as accounts are brought into line with our conditions of enrolment.

- **Fees in Advance:** I/we acknowledge that fees must be paid two (2) weeks in advance at all times. This must initially be paid by Direct Debit prior to commencement at the Centre, and then via Direct Debit thereafter. If fees fall into arrears your child may lose his/her position.
- **Payment of Fees:** I/we acknowledge that all fees once our child is enrolled are to be made via **CentrePay, Direct Debit or Credit Card**. Complete and return the attached Direct Debit or Credit Card form prior to commencement. If fees fall into arrears your child may lose his/her position.
- **Valid CRN Required for CCS:** I/we acknowledge that to be able to claim Childcare Subsidy (CCS) from the government, I/we must provide a valid Customer Reference Number (CRN) from Centrelink. Until a valid CRN is provided, full fees will be payable. If two parent/guardians will each be claiming their own CCS for a child, each parent must complete a separate Enrolment for that child.
- **Late Fees:**  
I/we acknowledge that:
  - a) If a child is collected after the agreed collection time but before the Centre closing time, \$10 for the first 10 minutes or part thereof and for every additional minute \$5 per minute will be charged. This is to be paid as an “on the spot fee”.
  - b) If a child is collected after the Centre closing time, \$2 per minute for the first ten (10) minutes past the official Centre closing time, then \$10 per minute for every minute thereafter will apply. This is to be paid as an “on the spot fee”.
- **Administration Fee:** I/we acknowledge that there is an administration fee of \$70. This fee is payable at the discretion of the Centre in any instance where additional charges are incurred as a result of non-payment or late payment of fees, or for any other reason where additional administration costs are incurred as a result of failure to abide by the terms and conditions in this contract.
- **Absent Days:** I/we acknowledge that public holidays, sick days and any other days our child is absent must be paid for. Please note that the Family Assistance Office will only allocate 42 allowable absences per calendar year before your Child Care Benefits will be dependent on medical certificate provided to the Centre.



- **Change of Days:** I/we acknowledge that two (2) weeks' written notice must be given if we require additional days or are changing / reducing the days our child currently attends. A request for additional days or a permanent change of days of attendance is not effective until approved by the Centre Director. Extra days are subject to availability and *Federal Government Priority of Access Guidelines*.
- **Holiday Discount:** I/we acknowledge that a 20% discount will be applied to the entire fee for each day on holidays for up to two weeks at the child's regular attendance pattern. For example, if a child attends 2 days per week, then 4 days at the discounted rate is allowed (2 days multiplied by 2 weeks = 4 days). Accounts must be current (fees must be up to date) for discount to apply.

A *Holiday Discount Form* must be submitted at least two weeks prior to the holiday being taken. A discount can only be applied for a maximum of two weeks per financial year (1 July to 30 June) based on a child's regular attending pattern.

When enrolling at Paisley Park, families agree and accept that they cannot cease their enrolment to take a holiday, with the expectation that their child's position will be 'held' while they are away. Fees must continue to be paid regardless of your child's absence.

- **Withdrawal from Centre:** I/we acknowledge that four (4) weeks written notice must be given if our child is leaving the Centre. No other form of notice will be accepted. Any refund of fees (if applicable) will be refunded to your account within approximately three (3) weeks after the final day of attendance with a final account statement allowing for adjustment of CCS that the government may require.
- **Immunisation:** I/we acknowledge that if our child is not immunised due to personal preference or is not due for such vaccination, exclusion periods will apply during outbreak of infectious disease until clearance has been given for the child to reattend care. During this time all fees will still be payable.

**Note:** The Social Services Legislation Amendment (No Jab, No Pay) Act 2015 is legislation in force from 1 January 2016. This legislation removes parents' rights to be either religious or conscientious objectors to vaccination for the purposes of certain benefits and rebates. Parents who do not follow the Australian Childhood Immunisation Schedule on time, will be unable to claim any Childcare Subsidies. Proof of Immunisation must be provided upon enrolment (Immunisation History Statement) - without proof, enrolment cannot take place.

- **Emergency:** In the event of any emergency, illness or accident concerning my/our child, I/we hereby give permission for the staff at this Centre to seek medical or hospital attention for my/our child. Also, if every reasonable effort to contact me/us has failed and the emergency



medical practitioner considers it necessary for medication, an aesthetic or minor surgery to be necessary he/she has my permission to administer same.

- **Ambulance:** I/we give permission for the staff at Paisley Park in the event of an emergency to call an ambulance for my/our child and accept responsibility for any ambulance and/or medical expenses which may be incurred while my/our child is at the Centre.
- **Medication:** In emergency situations it may be deemed appropriate for staff at Paisley Park to administer medicines such as paracetamol, Ventolin, antihistamine, EpiPen and/or a prescribed medication. Wherever possible, the administration of any such medicines would take place with your permission, in writing.

I/we acknowledge and accept that in situations where Paisley Park cannot make contact with me/us, Paisley Park staff may be advised by emergency personnel to administer medicines without my/our consent.

- **Child Protection:** I/we acknowledge that service staff and personnel will make a report to the appropriate authorities if they suspect that any child at the Centre has experienced or is experiencing physical, sexual or emotional harm or is at significant risk of experiencing physical, sexual or emotional harm or neglect as a result of parent/guardian action or inaction.
- **Sunscreen:** I/we acknowledge that sunscreen is to be applied to child/ren by parents/guardians upon arrival at the Centre and parents/guardians are to advise staff that this has been done prior to dropping the child/ren off. I/we give permission for the staff at Paisley Park to apply Cancer Council approved sunscreen to my/our child when needed.
- **Media and Communications Consent:** Paisley Park utilises many documentation methods to record children's learning, communicate our approach to Early Learning via various Centre activities, both internally as well as in social media, brochures and our website. This may include photographs, video and audio recordings. First names and/or surnames may be shared within our family communications channels only for enrolled families inside the Centre. This applies to all children that attend our services, with the exception of any children subject to relevant court orders, or where legislation requires us to not use such methods.

Accordingly, I/we authorise Paisley Park to:

1. use observational analysis and images of my child in Daily Reflections and Individual Portfolios and Developmental Summaries for quality assessment purposes published on Paisley Park's communications app for enrolled families.



2. display within the Centre my child's date of birth on a birthday chart / calendar and my child's name on a locker tag and/or bed tag
3. use Images / Audio / Video recordings of my child in / on:
  - Documentation within the Centre, e.g. notice boards, play activities, displays
  - "School" photos
  - Parent newsletters
  - The Paisley Park website
  - Social media platforms
  - Marketing materials

I/we understand and acknowledge that some Paisley Park Centres are fitted with video surveillance cameras (CCTV) which monitor activity at the Centre in play rooms, playgrounds, corridors and stairways for security and safety purposes. In your child's 'normal' activity they may appear in recorded surveillance. Any CCTV footage is utilised for security and compliance purposes only.

- **Cultural Events & Learning:** I/we give permission for my/our child to participate in cultural events at Paisley Park according to the Paisley Park Calendar of Events.
- **Parking:** I/we understand that allocated parking is the only acceptable form of arrival/departure at the Centre. I/we understand that I/we must hold my/our child's hand whilst moving to and from the parking area.
- **Policies and Procedures:** Paisley Park's policies and procedures are reviewed annually and spontaneously and are subject to change throughout the course of enrolment. I/we will abide by any rules, regulations, policies and procedures of the Centre.
- **Parent Handbook:** I/we acknowledge that I/we have read, understand, and agree with the contents, as it is contained within the Parent Handbook, knowing that copies are available to us at any time at the Centre. I/we understand that the handbook is a supplement to Paisley Park's policies and its contents do not override any of Paisley Park's published policies nor the contents of this contract. Link to handbook: <https://go.fliplink.me/view/paisleypark-handbook>.
- **Feedback, Complaints and Grievances Process:** I/we will follow the Feedback, Complaints and Grievances Process outlined below:



# Grievances

At Paisley Park, we pride ourselves on developing positive and collaborative relationships with families and the broader community. We acknowledge that concerns, issues, or grievances may arise, which will require intervention and resolution. We urge families to refer to our policies and procedures to manage grievances, ensuring a more conducive and positive outcome occurs. It is a condition of enrolment that families use our policies and procedures to guide their actions and decision making when raising any concerns about their child's Education and Care.

## Feedback, Complaints and Grievances Process

### Step 1

Parents/Guardians are encouraged to approach the Centre Director to discuss their concern. This may take place in person, via telephone or email. In the event the concern is not able to be managed at Centre level, it can be escalated to the Portfolio Leader as documented in Step 2.

### Step 2

Parents/Guardians are encouraged to contact the Portfolio Leader, (state specific, mobile is displayed on the Feedback, Complaints and Grievances Process display in the foyer of your Centre) to discuss the nature of the concern in the event the issue was not resolved at Centre level. In the event the concern cannot be rectified by the Portfolio Leader parents/guardians may wish to contact the General Manager in Step 3.

### Step 3

Parents/Guardians are encouraged to contact the General Manager, Kat (0419 498 896) to discuss the nature of the concern in the event the issue was not resolved by the Portfolio Leader. In the event the concern cannot be rectified by Kat parents/guardians may wish to contact the Approved Provider as directed in Step 4.

### Step 4

Contact the Approved Provider, Peter (0419 484 198 or see below) if your complaint or issue/concern has still not been resolved. In the event the concern cannot be rectified by Peter parents/guardians may wish to contact the Regulatory Authority as documented in Step 5.

**Or**

PO Box 7007, Baulkham Hills NSW 2153

A written response or telephone call will be returned to you by the Approved Provider and/or delegate.

### Step 5

Contacting the Regulatory Authority is considered a last option in the event the issue remains unresolved. Parents/guardians are encouraged to work through the steps listed in the above grievance process to ensure that open lines of communication are maintained, and respectful relationships continue to flourish as a resolution is sought.

**NOTE:** This is state and Centre specific – please see the Feedback, Complaints and Grievances Process display in the foyer of your Centre.



- **Parent Communication:** I/we give permission for Paisley Park to:
  1. Communicate with me/us using a variety of methods including SMS, email and Paisley Park’s online Parent app / portal (if available for this Centre)
  2. Send me/us surveys related to the services/products that the Centre provides
  
- **Correct and Up-to-Date Information:**
  - I/we confirm that the information provided in the enrolment form is true and correct.
  - I/we will immediately inform the service, in writing, if there is any change to the information I/we have provided, including the emergency contacts listed in the enrolment form.

Parental Agreement			
I/we acknowledge that I/we have read and agree to the above terms and conditions and understand that by signing the agreement that I/we are entering into a binding contract with Paisley Park Early Learning Centres. Failure to sign the Parent Contract may result in enrolment being terminated at Paisley Park’s discretion.			
Parent/Guardian 1 Full Name:			
Parent/Guardian 1 Full Signature:		Date:	
Parent/Guardian 2 Full Name:			
Parent/Guardian 2 Full Signature:		Date:	

