

Enrolment Conditions

(1) FEES – (GENERAL)

I accept responsibility for the payment of all fees payable in relation to my child whilst enrolled in a Gowrie NSW Early Education and Care Program.

I understand and accept that fees must be paid in advance. Statements are issued on Wednesday one week before the debit is due which includes the balance currently outstanding and the period in advance. Families can choose between weekly or fortnightly (in accordance to Gowrie NSW's fortnightly cycle) frequency of their payments by indicating their preferences on the Direct Debit Authorisation Form. Fees are then debited on Thursday.

I agree that if my fees are not paid on time, my child's position may be terminated.

I agree to pay my fees via DebitSuccess or Centrepay.

I understand that Gowrie NSW does not charge fees on public holidays.

I understand and accept that fees must be paid for all booked days including days that my child is absent. I understand that Gowrie NSW does not provide 'make up' days for any days not attended by my child.

I agree to give four week's written notice of my intention to withdraw my child from an Early Education and Care program (this notice cannot be given over the Christmas closure period) and agree to pay all monies outstanding prior to the withdrawal of my child.

I agree to give two week's written notice of my intention to withdraw my child from an Outside of School Hours Care program (this notice cannot be given over the Christmas closure period) and agree to pay all monies outstanding prior to the withdrawal of my child.

I understand there is a late collection fee incurred with a pick-up time after the programs designated closing time.

I agree to pay any bank fees or other charges made, if payments of fees are dishonoured.

I agree to provide my CRN to the program if I am intending to claim any government assistance against the payment of my fees along with my date of birth required by the Family Assistance Office to locate details. I understand that CCS cannot be applied to my account if I do not provide my CRN and confirm the enrolment in accordance with the Family Assistance Office requirements.

I understand that if a third-party payment arrangement is entered into full fees will apply. I understand that I am liable for any fees that remain unpaid by the third party.

(2) CHANGING DAYS

I agree to give two week's written notice should I wish to decrease the days in which my child attends.

I understand and accept that if I wish to change or increase the number of days my child attends, Gowrie NSW will endeavour to accommodate my child but cannot guarantee that the days requested will be available.



I understand and accept that I cannot vary the days my child attends on an ad hoc basis.

Any days my child attends in addition to those for which he/she is permanently enrolled will be charged at our standard daily rate.

Family Assistance Law requires parents to accept changes to permanent bookings through their my gov account. Failure to do this will result in CCS not being paid by Centrelink.

I understand that casual/one day bookings are accepted but at the discretion of Program Manager. I agree to provide 24 hours' notice to cancel a casual booking.

(3) SECURITY OF ENROLMENT

I acknowledge that the program is required under the funding arrangement with the Australian Government or State Government to give priority of access to children in accordance with any relevant law or regulation under which priority is to be given to children with certain needs.

If families behave in a manner that is threatening, aggressive or distressing to staff, or families make persistent complaints that are found to be vexatious after appropriate investigation, families may be asked to leave the program and/or their children's enrolment may be terminated at the discretion of Gowrie NSW.

(4) EXCLUSION OF CHILD

I agree that if the management of the program consider that my child has a contagious condition or is otherwise too ill to attend the program, and I agree to collect my child promptly from the program.

I understand and accept that should my child have a contagious illness, I will not return my child to the program until the duration of any relevant quarantine period, or until a medical certificate is issued by a qualified and registered medical practitioner.

I understand and accept that should my child not be immunised and there is an outbreak in the program of a vaccine-preventable disease, that he/she may be excluded from attendance by order of the Relevant State Health Department.

(5) GRIEVANCE & COMPLAINTS HANDLING FEEDBACK AND COMMUNICATION POLICY

I understand that Gowrie NSW has a *Grievance & Complaints Handling Feedback & Communication* policy that is available to upon request at the service.

(6) BABYSITTING/CARE OUTSIDE THE PROGRAM

I acknowledge and understand that requesting staff members to 'babysit' or care for my child outside of the program could create a conflict of interest and therefore agree not to approach staff to make such requests.