KINGSWAY ASC ENROLMENT FORM

Requested start date: _____

OFFICE USE ONLY			
Date Entered		Entered By	
Child's birth certificate **COPIED**		Photo identification	
Medicare Immunisation history statement		CWA form	
Risk minimisation plan		Medical Conditions added to chart	
GUARDIAN PLEASE CONFIRM BELOW			
Child can go on social media	Y / N	Child CAN be in group Obs only families of service will be able to access this	Y / N

PLEASE ENSURE ALL FELIDS BELOW OF THIS FORM ARE COMPLETED BEFORE RETURNING

CHILD DETAILS

Given Name(s):		Surname:	
Date of Birth		Male / Female	
Child's home address			
Child CRN			

PRIMARY PARENT / GUARDIAN

Primary Parent must also be the registered CRN number holder registered to child CCS

Name:			Surname:	
Relationship to child			Parent CRN	
Address:				
Date of Birth			Contact Number	
Parent working Yes / No	Place of work		Work Number	
Email address				

PARENT / GUARDIAN 2

Name:			Surname:	
Relationship to child				
Address:				
Date of Birth			Contact Number	
Parent working Yes / No	Place of work		Work Number	
Email address				

CUSTODY OF CHILD

Have there been any orders made by any court regarding your child? YES / NO
If yes please provide details (please also provide any copies of relevant documents) **Please note that without this documentation we cannot legally enforce the Order/s.**

MEDICAL INFORMATION

Medical centre name		Doctors name			
Address		Contact number			
Medicare number		Expiry date		Number on card	
Please circle if any of the following relate to your child	Asthma Developmentally Challenged Sight Impaired Hearing Impaired ADHD Hay fever Autism Asperger's Down Syndrome Global Developmental Delay				
Is your child Anaphylactic?	YES / NO				
Does the child have any specific health care needs or conditions, including allergies or anaphylaxis?	Yes / No If yes, please provide a medical management plan, which the child's medical practitioner has prepared. The Plan should include: A photo of the child ☐ If relevant, state what triggers the medical condition, allergy, or anaphylaxis ☐ First aid needed ☐ Contact details of the doctor who signed the plan When the Plan should be reviewed.				
Does your child have allergies or intolerances?	YES / NO	Please provide details			
Food requirements	Vegetarian YES / NO Egg YES / NO Cheese YES / NO Cows milk YES / NO Other Requirements _____				

Do you authorise the Responsible Person or other educator to transport the child in an ambulance in the event of an emergency and agree to pay any expenses incurred for medical treatment and transportation?	Yes/No	Signature:	
Please be advised that if the Child is diagnosed with asthma or anaphylaxis and an emergency occurs, the Responsible Person or other First Aid qualified educators may administer emergency first aid without making contact Educators will notify the child's parents and/or emergency services as soon as possible.	Yes/No	Signature:	

CHILD ILLNESS

Excluding a child due to illness is sometimes difficult as it can put pressure on parents if they have other commitments, however we have a duty of care to all other children and staff.
Our centre has a policy that when a child has been prescribed antibiotics, they **MUST** be administered for 24 hrs before they can return to care.

PERSONS TO BE CONTACTED IN AN EMERGENCY

(OTHER THAN PARENT OR GUARDIAN)

Name		Contact number		MALE / FEMALE
Relationship				
Name		Contact number		MALE / FEMALE
Relationship				

AUTHORISED PERSONS TO COLLECT CHILD FROM SERVICE

(OTHER THAN PARENT OR GUARDIAN)

Full name		Contact Number		Relation	
Full name		Contact Number		Relation	
Full name		Contact Number		Relation	
Full name		Contact Number		Relation	

COLLECTION OF CHILDREN NOTICE

In the case of failure to pick up your child by centre closing time parents/guardians and emergency contacts will be contacted.

Failure to contact either parents/guardians or emergency contacts the centre educators will contact the relevant authorities.

Please note we have a license for the operating hours at our service. We open at 7am and close at 6pm. We cannot have children on the premises before or after our open and close times. A charge of $1 per minute will be made for any child left after pick-up time. If you are late for a 3rd time, you will be charged $5 per minute until your child is collected. These fees will be added to your account.

CULTURAL INFORMATION (Optional)

Are you Aboriginal or Torres Strait Islander Descent? Yes / No

Childs country of birth _____

DAYS OF CARE REQUIRED

Please select which type of care you are seeking;

- ☐ Flexible with option of additional casual care (any change of booked days need to be put into writing to the service following the service policy)
- ☐ Routine – Care that can only occur on the specified days that have been agreed to, there is no flexibility for changing this type of care
- ☐ Casual only (all casual bookings must be put through writing to the service)

If you require routine / flexible care, please tick which days are required

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
BSC				
ASC				
CHILDS CLASSROOM NAME/NUMBER:				
Should your child required fortnightly care please state the date and rotation in the appropriate box				

All service fee structures including sessional care are available on the service website.

CHILDCARE SUBSIDY

We process Child Care Subsidy enrolments a week before your enrolment start date. This can often take time to process through Centrelink. If it is not processed before payment is due, you will be required to pay full fees until it is processed. Please speak to the office for more information about this.

PAYMENT

We have 2 options of payments, please fill in the option you would like to use. A payment option must be selected before returning enrolment forms. Fees are 1 week in advance and are taken a week before enrolment start date. All information is kept in a secure location.

ENROLMENT AGREEMENT

PLEASE READ THE FOLLOWING AGREEMENT CAREFULLY BEFORE SIGNING. PLEASE ASK IF THERE IS ANYTHING IN THIS DOCUMENT THAT YOU ARE UNSURE OF

Have SPF30+ or SPF50+ sunscreen applied prior to sun exposure, or provide own (If not, please provide a letter releasing the Service of any Liability)	YES	NO
Have staff apply Insect Repellent	YES	NO
For photos and video footage to be taken of my/our child for Service use and staff training purposes (Footage will not leave the Service)	YES	NO
For photos and video footage of my/our child to be used in GROUP Learning Stories, and to be shared with other families that attend the Service through Storypark or our educational platform	YES	NO
For photos and video footage of my/our child to be used for student training purposes (Photos and video footage may leave the Service for students to present to lecturer and class for viewing and marking)	YES	NO
For photos and video footage of my/our child to be used on Service website, social media (Facebook and Instagram) and other internet purposes, such as advertisement and used in organisation's resources	YES	NO

TERMS AND CONDITIONS

Please read and sign to confirm you have read and agree to each point

1. I agree to inform the service in writing immediately of any changes to the information within my child/ren's enrolment.
2. I agree to pay the service $30 enrolment fee prior to my child starting and am aware that this is non-refundable.
3. I have read the Parent Handbook and am familiar with the Service's Policy Manual at the sign in desk. I agree to follow, support, and abide by these Policies and am aware that staff members are available to discuss with me any policies that I do not fully understand. I know that if I have any suggestions that I can make this suggestion in person to a staff member or the email
4. Fees for all bookings at the service are due 1 weeks in ADVANCE. I agree to keep my fees up-to-date and understand that my child/ren's position at the service will be in jeopardy if my fees are not kept up to date. If I do not meet the requirements and I am overdue, I agree to pay any expenses, cost etc. incurred by recovering or attempting to recover any outstanding monies and fees. If fees are overdue a $10 account fee will be added for every week it occurs. If accounts are not paid as required, legal proceedings will begin with any court/legal costs being paid by the account holder.
5. All parties understand that the fee structure of our service is variable and will be changed at management's discretion and current fees can be obtained by referring to the service website.
6. All parties understand that bookings may change, families must put these changes in writing to the office as you're complying with written arrangement (CWA).
7. Both parents / guardians on the enrolment form are responsible of the account of the child enrolled at the service.
8. All permanent bookings are on a continuous and regular basis unless otherwise stated.
9. All causal bookings must be notified in writing.
10. Casual bookings cannot be cancelled unless 7 days' notice is given. Casual bookings cannot be canceled within the same week of booking.
11. I agree to give two weeks written notice to withdraw my child/ren or reduce booked days. I understand that I will still be charged attendance fees for the TWO weeks from the date given.
12. My child must be personally handed over to a staff member and signed in on arrival and must be signed out and a staff member notified before my child can leave the center.
13. My child must be collected from the center by 6:30pm closing time. A late fee of $1.00 per minute will be charged every 1 minute after closing if my child has not been collected. I understand that I need to notify the center if I am going to be late. If you are late for a 3rd time a higher fee of $5 per minute will be charged.
14. I understand all the days booked are paid for. Fees are payable for sick and non-attendance days including public holidays to ensure your child's place.
15. Additional excursion costs are to be debited to your account.
16. My child will not be accepted into the center with any illness which may be transferred to others.
17. I understand that my child will need to have been on anti-biotics for a minimum 24hrs before returning to care.
18. I understand there is a waiting period of 24 hours for immunisations and any form of injection before my child may return to the service.

19. I hereby give permission for Kingsway ASC to administer liquid Panadol/ Nurofen or a Panadol tablet for the temporary relief of pain or fever. Dosage shall be in accordance with instructions printed on the relevant bottle used. I understand the centre will make every effort to contact parents or guardians before administering the medication and I will sign the necessary authority form. If a parent, guardian, or emergency contact are uncontactable, Panadol will be administered.
20. I understand that my child will not be allowed to leave the service with a minor or anyone not on the enrolment form unless prior written notice is given (email or SMS). They must bring photo ID upon arrival.
21. I give permission for prescribed medication to be administered by a qualified educator, upon my authorization on a medication form provided by the service. I understand that if the details are not filled incorrectly or do not match the medication bottle medication will not be given.
22. Should my child's behavior put staff, children, or property at risk, we will make other arrangements for the care of our child and remove them from the centre at the request of the Director.
23. These conditions of enrolment may change but I understand that I will be notified of any changes if my child is enrolled at the centre.
24. I give permission for my child to participate in our emergency drills, children will be under the supervision of staff and may exit the premises during the drill.
25. I give permission for the Responsible Person to sign my child in and out
26. I understand that my child must attend the first and last day of their booking with the service. If they do not attend these days, and any absences before or after Child Care Subsidy will be removed from these days and full fees will be required to be paid.
27. I give my child consent to access all areas of Kingsway Christian College, oval, gymnasium and it's play spaces.

Signed: _____ Name: _____ Date: ___ / ___ / _____

MY CHILD INFORMATION

Please take the time to fill in this form so that our educators have a better understanding as to where your child is currently at, what they have experienced and experiencing in their lives. This information helps guide our educators in the development of your childs learning and well being. please note this information is strictly confidential to the educators directly in contact with your child.

CHILD NAME:_____ D.O.B:_____ AGE:_____

Has your Child attended an education and care service previously? Yes/NO

does your child have any special needs or disabilities we should be aware of to support them during our care? Yes/No/examples

_____

_____

Does your child have any allergies or food intolerances? Yes/No

_____

CHILD WELLBEING

ON A SCALE OF 1–5 (1 BEING NOT VERY WELL, 5 VERY WELL)

Dealing/coping with conflict	1	2	3	4	5
Changes to their routine	1	2	3	4	5
how well they regulate their emotions	1	2	3	4	5

Typically, does your child demonstrate behaviours that can be described as...

CIRCLE AS MANY AS YOU NEED

CONFIDENT REQUIRES REASSURANCE HAPPY QUIET SHY SECURE

BORES EASILY OUTGOING TIMID CUDDLY LOUD QUIET LOUD CHILLED

NERVOUS FIERY FRUSTRATED TIMID AGGRESSIVE ANXIOUS RELAXED

BOTTLES UP EMOTION DIFFICULTY EXPRESSING NEEDS PREFERS TO PLAY INDEPENDENTLY

CULTURAL

If Any, Does Your Family Practice Any Religion/Faith? _____

Does Your Child Speak Another Language, If Yes Please List _____

Family Background: _____

Any Words That Would Be Helpful For The Educators?_____

Do You Celebrate Any Special Occassions, Events?_____

Who Lives At Home With The Child Attending Our Care Ie Aunty, Siblings, Foster:

_____

Are There Any Special Skills Or Talents That A Family Member Has That They Could Contribute To Our Center. E.G. Police Officer, Dental Nurse, Local Football Coach, Face Painting? Yes/No

_____

CHILD/SERVICE INPUT

What are your child's likes and Dislikes?

_____

What would you like to see in your child's learning and development at our service?

_____

Any other input you would like to give to better improve our education we provide and your child/s time with us?

_____

_____

We are continually committed to improving the early childhood experience for you and your child/children. to do this properly we need to know how you feel and then respond swiftly to your suggestions.

A RATING OF '1' MEANING NEEDS IMPROVEMENT AND A RATING OF '5' MEANING OUTSTANDING.

Relevance of information provided in the orientation package:	1 2 3 4 5
Relevance of information provided verbally	1 2 3 4 5
Staff friendliness:	1 2 3 4 5

PLEASE ANSWER YES OR NO TO THE FOLLOWING:

Were you given the opportunity to ask questions?	y / n
Did the service feel welcoming?	y / n
Were you thoroughly shown the whole service/rooms?	y / n
Were you provided with enough information prior to orientation?	y / n
Was there adequate time made for you and your child for orientation?	y / n
Were you given an opportunity to ask questions?	y / n
Were your answers adequatly answered?	y / n

Were you shown the location of the program and day journal?	y / n
Given adequate suggestions on settling your child	y / n
Were you provided with an information book/parent handbook?	y / n
Did you find the information in the book useful?	y / n
Overall rating of the orientation experience	1 2 3 4 5

Do you have any suggestions on how we can improve your experience with our service?

_____

_____

_____

KINGSWAY

AFTERSCHOOL CARE

Family Handbook

Welcome to Kingsway ASC

What's inside

Use this list to jump to the section you need. We have kept sections short and practical so you can find answers quickly.

A Welcome
B About Kingsway ASC
C Our service — hours, capacity and approval
D Key contacts and staffing arrangements
E How we support your child's learning and wellbeing
F Enrolment and getting started
G Attendance, school collection and arrivals
H Authorised collection and court orders
I What to bring
J Health, illness, immunisation and medication
K Sun protection, water and outdoor safety
L Food, nutrition and hydration
M Behaviour guidance and relationships
N Communicating with families
O Photos, devices, CCTV and online environments
P Fees, Child Care Subsidy and absences
Q Excursions, incursions and vacation care
R Child safety, complaints and feedback
S Emergencies, evacuation and lockdown
T Privacy and confidentiality
U Smoke, alcohol and drug-free environment
V Quality Improvement and our regulatory status
W Ending care, changing bookings or transitioning
X Family acknowledgement

A. Welcome

Welcome to Kingsway ASC. Choosing where your child will spend their before- and after-school hours, and their school holidays, is an important decision. We are genuinely grateful you have chosen us.

This handbook gives you a clear picture of how our service runs day to day — how we collect your child from school, how we communicate with families, what to expect during vacation care, how fees and Child Care Subsidy work, and the standards we hold ourselves to.

A NOTE FROM OUR APPROVED PROVIDER

My deepest conviction is that a child's social and emotional foundation shapes everything that follows. School-age children need to feel safe, known and capable — and they need space to play, rest and just be themselves between the structured demands of the school day. That is what we work towards every day at Kingsway ASC

B. About Kingsway ASC

Acknowledgement of Country

We acknowledge the Whadjuk people of the Noongar Nation as the traditional custodians of the land on which Kingsway ASC and Kingsway Christian College stand. We pay our respects to Elders past, present and emerging, and we honour the deep knowledge held within Aboriginal and Torres Strait Islander communities. This acknowledgement is reflected in our daily practice with children.

Our philosophy

Our philosophy is built on a simple belief: children are capable, and their social and emotional foundation shapes everything that follows. We focus on the things children carry with them for life — confidence, self-regulation, empathy, respectful relationships and a strong sense of who they are.

At Kingsway ASC we commit to:

- promoting a healthy, positive self-image in every child
- building respect and acceptance for others regardless of race, culture, family structure or belief
- welcoming educator participation, suggestions, interactions and ideas in every area of the program
- providing a calm, hygienic, aesthetically pleasing environment that children, families and educators enjoy
- offering a program tailored to individual needs and group dynamics, drawn from observation and family input
- embedding continuous improvement through critical reflection and genuine engagement with families and the community

What families can expect from us

- care for your child with genuine warmth, professional skill and steady attention
- clear, honest communication — including about the things that are hard to discuss
- protection of your child's safety and wellbeing as our highest priority, without compromise
- a welcome for your culture, your family structure and your knowledge of your own child
- partnership with you, not work done around you

C. Our service — hours, capacity and approval

What we offer

Kingsway ASC operates 52 weeks of the year, excluding public holidays, providing quality care and education for children from Kindy to 12 years.

Our service includes:

- **Before School Care** — from 7:00am – 9:00am, including a substantial breakfast, calm morning experiences as per curriculum and a safe transition to class.
- **After School Care** — from school pick-up until 6.00pm, with afternoon tea, free play, set-up activities as per curriculum, outdoor play and a late snack.
- **Vacation Care** — full-day school holiday programs with incursions, excursions, themed days and plenty of fun experiences.

Operating details

Operating hours	7:00am – 6.00pm, Monday to Friday
Open	52 weeks per year, excluding public holidays
Approved capacity	Licensed for 39 children
Age range	Kindy to 12 years
Educational framework	My Time, Our Place (MTOP v2.0) — the national framework for school-age care
Regulatory body	WA Education and Care Regulatory Unit (ECRU)

How sessions are structured

Children receive consistent, attuned care from a small team they get to know well. Educators are qualified, trained in child protection and first aid, and hold a current Working with Children Check before they ever work with your child.

Our educator-to-child ratios meet or exceed Regulation 369 of the Education and Care Services National Regulations at all times:

- 1 educator to every 10 children when a Kindy-age child is in care, for the full session
- a Responsible Person is on duty during all operating hours

SERVICE NOTE

Kingsway ASC operates onsite at Kingsway Christian College. Our service spaces, outdoor environment and emergency procedures are all designed to work alongside the school day, with clear and safe transitions between school and care.

D. Key contacts and Staffing Arrangements.

Ashdale OSHC

Service phone	0401 942 117
Service email	admin@kingswayasc.com
Educational Leader and Nominated supervisor	Sarah Chemello sarah@chemellogroup.com.au
Operating hours	7:00am – 6.00pm, Monday to Friday

Chemello Group — escalation

Approved Provider	Ann Marie Chemello
Direct email	annmarie@chemellogroup.com.au
Legal entity	Early Years Learning and Development Pty Ltd

Management Structure and Staffing Arrangements

Owner / Nominated Supervisor – Ann Marie Chemello

- Responsible for the overall running of the service

Director / Nominated Supervisor - See staff photo wall.

- Responsible for admin and day-to-day running of the service.

Educational Leader/ECT – Please see management structure.

- Implements and guides educators

Service Programming Manager – See staff photo wall.

- Implement the educational program of the room and assists Director in day-to-day running's of service

Qualified Educators – See staff photo wall.

- Our qualified educators have a diploma degree or ACECQA equivalent qualification in Early Childhood and support the implementation of the educational program

Educator Assistants – See staff photo wall.

- Educators support the qualified educators in caring for the children and support the implementation of the educational program.

Trainee Educators – See staff photo wall.

- Educators training in the service studying towards a Certificate 3 or Diploma in Early Childhood.

When permanent staff are absent, relief staff are employed to look after your children. We believe continuity of care is important for children, therefore. Every endeavour is made to use a regular pool of relief staff so that the children are familiar with them.

Important external contacts

These contacts may be useful in matters relating to your child's welfare, safety or your CCS entitlement.

Service	Contact
Emergency services	000
Department of Communities — Child Protection (WA)	1800 273 889 (24 hours)
Crisis Care Helpline (WA)	1800 199 008 (24 hours)
Education and Care Regulatory Unit (ECRU)	Boorloo Campus, Level 7, 130 Stirling Street, Perth WA 6000 · (08) 6277 3889
Health direct (after-hours health advice)	1800 022 222
Poisons Information Centre	13 11 26
Services Australia — Child Care Subsidy	136 150 · servicesaustralia.gov.au

E. How we support your child's learning and wellbeing

Our framework

Our program is designed and delivered in alignment with My Time, Our Place v2.0 (MTOP) — the national framework for school-age care. MTOP recognises that children in OSHC have already had a full day of structured learning at school. Our role is different. We focus on play, leisure, relationships, rest and the development of identity — the things that genuinely matter outside the classroom.

MTOP is built around three big ideas:

- **Belonging** — the relationships, communities and places that give children security and identity.
- **Being** — the right to childhood, here and now — play, exploration, fun and friendship.
- **Becoming** — the learning and development that shapes the adult each child will become.

Holistic, child-led programming

We plan holistic programs that respond to children's lives, interests and learning styles — not a fixed curriculum imposed on them. Our program supports children's physical, personal, social, emotional and spiritual wellbeing as well as the cognitive aspects of learning.

Within a predictable rhythm, children have real choice. Routines give children security; choice gives them agency. Our educators observe carefully, notice what each child is working on, and design experiences that meet them where they are.

Inclusion and belonging

We welcome every child and every family, regardless of background, culture, family structure or ability. If your child has additional needs or any specific cultural, religious or family considerations we should know about, please tell us at enrolment so we can plan thoughtfully from day one.

Partnership with families

You know your child better than we ever will. Your insights, observations and preferences are essential to our program. We encourage open conversation, regular updates, and the kind of two-way trust that makes hard conversations easier when they come.

Our child-safe culture

Child safety is the absolute priority of this organisation. Every educator holds a current Working with Children Check, is trained in child protection, and operates under clear policies that govern every interaction with a child. Children are taught — in age-appropriate ways — that their voice matters, that adults are responsible for keeping them safe, and that they can always speak up.

F. Enrolment and getting started

Before your child starts

Before your child can start with us, all sections of the enrolment form must be completed so we can provide safe, high-quality care.

To complete enrolment, families must provide:

- a fully completed enrolment form, including all medical, dietary, cultural and contact information
- a current Australian Immunisation Register (AIR) Immunisation History Statement that is no more than two months old, in line with the Public Health Act 2016 (WA)
- your child's CRN and the CRN of the parent or guardian linked to Child Care Subsidy
- a copy of any court orders or parenting orders that affect your child
- any Medical Management Plans and Risk Minimisation Plans relevant to your child's care, including diagnosis' if applicable.
- details of all authorised nominees (people you authorise to collect your child and receive information)
- All pages ticked, signed and checked
- DDR form

Orientation and the first days

We encourage you to visit the service with your child before their first day, your child will have the opportunity to meet the educators, walk around their new space and start to feel secure.

We will also use this visit to confirm any specific needs, routines and preferences — and to walk through the school collection routine so your child knows exactly what to expect.

Children settle in differently. Some bounce in on day one. Others need several gentle pop ins. There is no right way to settle — only the way that works for your child. Tell us how they are travelling and trust your instincts about where they are at.

Open-door welcome

Families are welcome at the service at any time during operating hours. If you can share a skill, a story, a recipe, a cultural experience or a special talent with the children, we would love to hear from you.

Keeping your details current

Please tell us promptly when anything changes — your address, phone numbers, email, emergency contacts, work details, immunisation records, court orders or your child's medical information. Outdated details can stop us reaching you in an emergency.

G. Attendance, school collection and arrivals

Sign in and sign out

It is a legal requirement under the Education and Care Services National Regulations that every child is signed in on arrival and signed out on collection, every day. We use a digital sign-in system. Records are linked to your Child Care Subsidy entitlements, so accuracy matters.

FAMILY RESPONCIBILITIES	WHAT THE SERVICE WILL DO
• sign your child in on arrival and out at collection, using the correct time • tell us before the session starts if your child will be absent, via sms or email. • let us know in advance about any change to your child's normal schedule. • Any one collecting your child that is not on the authorised collection list- the service must have in writing prior. Upon collection the guardian must present photo ID. This includes all collections of a child for the first collection.	• maintain accurate attendance records as required • verify the identity of any collector we have not met • follow up with promptly if a booked child has not arrived

Before School Care — arrival

Before School Care opens at 7:00am. On arrival, please walk your child into the service, sign them in. Children will have breakfast available until 8:00am and a flexible program. Kindy and Pre primary children will be escorted to class, Years 1-6 will be released upon the school bell.

After School Care — school collection

SAFE ARRIVAL FROM SCHOOL

Our team collects Kindy and Pre-primary children from their classrooms. We confirm at each classroom for these years and then a group roll call are completed when all arrived at OSHC. These are conducted throughout each session, and at each transition.

If your child will not be at school, or will go home a different way that day, you must let the service know before school finishes. Ensure this is in writing via email or SMS.

If we are expecting your child and they do not arrive, we will follow our missing child procedure immediately, including contacting the school, you, and emergency services where appropriate.

Collection by 6.00pm

Our service is licensed to operate until 6.00pm. Children cannot be on the premises outside these hours. Please plan collection so you arrive in time to sign your child out before 6.00pm.

Late collection

We understand life happens. If you know you will be late, please call us as early as possible and arrange another authorised nominee where you can. Late collection fees apply (see Schedule A).

If we are unable to contact you and your authorised emergency contacts after operating hours, we are required to follow our duty of care. This may include contacting Crisis Care and, if needed, the Western Australian Police.

Repeated late collection — even where fees have been paid — may need a conversation with the Service Director to find a workable solution. Continuous late collection plces undue pressure and anxiety for both the children and staff.

Vacation care arrivals

On vacation care days, please drop off and collect at the times listed on each day's booking sheet. Excursion days may have earlier drop-off and later collection times — these are noted in advance.

H. Authorised collection and court orders

Authorised nominees

Only people listed as authorised nominees on your enrolment form can collect your child or receive information about your child's day. You can add or remove nominees at any time, in writing.

Anyone we have not met before will be asked to provide photo ID before we release your child. Please let your nominees know in advance .

Adults under 18

We do not release a child to anyone under the age of 18, without written consent prior.

Court orders and parenting orders

IMPORTANT

If a court order or parenting order affects who may collect your child, or who may receive information about your child, we need a current copy on file. We will follow the conditions of any current order without exception.

Where no current order is on file, we apply our duty of care: we will release a child to a parent unless we have a clear, immediate safety concern, in which case we will pause collection and seek guidance from the Approved Provider and, if needed, the police.

If your family circumstances change, please tell us as soon as possible — even if it feels awkward. The earlier we know, the better we can support your child.

Without an order we are unable to prevent a parent who is listed on the childs enrolment collection.

Refusal of collection

In rare cases we may decline to release a child to an authorised collector — for example, where the collector appears intoxicated or impaired, where there is an immediate safety concern, or where a court order requires us to act differently. Where this happens, we will contact other authorised nominees and, if required, emergency services.

I. What to bring

Whilst children are at OSHC — playing, building, painting, climbing, eating, talking, resting. It will get on their clothes. Please send clothing they can manage independently and don't mind getting messy. We will always encourage children to use smocks during messy play, arts and crafts.

Every day

- a labelled water bottle
- a SunSmart-approved hat (broad brim, bucket— a school hat is fine)
- weather-appropriate clothing
- closed footwear suitable for active play
- any prescribed sunscreen or skin care if our service-issued products are unsuitable

Vacation care

- active wear and runners on excursion or sport days
- items listed on the specific day's booking sheet (e.g. Rash shirts, towels, socks for example)
- a change of clothes appropriate to the season.
- Capped sleaves and appropriately lengthened bottoms apply daily.

IMPORTANT

Please label everything. We do our best to return items, but in a busy service unlabelled clothing, drink bottles and hats easily go astray. Please check the lost property box regularly.

We ask that children do not bring toys, electronic devices, mobile phones or treasured items from home unless they are needed for a specific service activity. We cannot be responsible for loss or damage to personal belongings.

If a child has an electronic device – families must ensure these are not connected to the internet, this includes smart watches. If a child is found to have a connected device, this will be removed immediately and unfortunately your child will not be able to bring their electronics to our service again. Our service complies to all new child safety laws recently implemented in WA.

J. Health, illness, immunisation and medication

When children should stay home

We follow the national Staying Healthy in Early Childhood Education and Care Services guidelines (NHMRC, 6th edition). These set out when children should stay home and for how long, based on specific illnesses.

In general, your child should stay home if they have:

- a fever above 38°C in the previous 24 hours
- vomiting or diarrhoea in the previous 24 hours
- a rash that has not been assessed by a doctor
- a contagious illness with a recommended exclusion period (our team can confirm specifics)
- any symptoms that mean they are not well enough to participate in a normal session

The Service Director may send a child home or decline attendance if a child is too unwell to participate, or if their illness could affect other children or educators.

Telling us your child is unwell

If your child will be absent due to illness, please let the service know before the session begins. If your child develops symptoms during a session, we will contact you and ask you to collect your child as soon as practicable. If we cannot reach you, we will call your authorised emergency contacts.

Immunisation — (WA)

IMPORTANT — PUBLIC HEALTH ACT 2016 (WA)

Western Australian law requires children to meet immunisation requirements to enrol in education and care services.

To enrol, families must provide one of the following:

- an AIR Immunisation History Statement no more than two months old showing your child's vaccinations are up to date, or
- an AIR Immunisation History Form no more than six months old, completed by a recognised vaccination provider, showing your child is on a catch-up schedule, or
- a valid certificate issued or declared by the WA Chief Health Officer.

Please give us updated records each time your child completes a scheduled vaccination. Children may return to the service the day after an immunisation appointment.

Medication

We can administer medication to your child during care, but there are clear rules under the National Regulations:

- medication must be handed directly to an educator on arrival, never left in a child's bag
- it must be in its original packaging with the pharmacy label intact, prescribed for your child by name, and within its use-by date.

- If you wish to take the box home, bring the original packaging and our educators receiving will take a photo for our records.
- Medication will only be administered as per the label
- a Medication Authorisation form must be completed by a parent or guardian before any dose is given
- we do not administer the first dose of a new medication at the service, in case of an unexpected reaction
- every dose is recorded — who gave it, the time, the amount and any observations. The educator administering holds a current first aid.

Over-the-counter medication (such as paracetamol) is only administered with written authorisation and where consistent with our medication policy. Please discuss any longer-term medication with the Service Director.

Medical Management Plans, allergies and chronic conditions

IMPORTANT

If your child has any allergy, asthma, anaphylaxis, diabetes, epilepsy or other diagnosed medical condition, we require a current Medical Management Plan signed by your doctor before your child attends. This is to be updated yearly or as circumstances change.

We work with you to develop a Risk Minimisation and Communication Plan, which sets out exactly how we will keep your child safe and how we will communicate with you. Plans are reviewed at least annually, or sooner if anything changes. Where no changes occur, families confirm the plan is still current at least once each year.

Incidents, injuries and emergencies

Children fall, bump and scrape — it is part of childhood, even in well-supervised care. When an incident occurs, we provide first aid, record what happened, and let you know on the day. For anything more than minor, we contact you during the session. All injuries above the shoulders, an educator will give a courtesy call.

Please ensure the incident form is checked over and signed upon collection

For serious incidents we call 000 first, then you, and we follow the notification obligations set out in the National Regulations — including notifying ECRU and any other relevant authority.

By signing your enrolment, you authorise the service to obtain urgent medical or ambulance assistance for your child if we cannot reach you in an emergency. This authorisation applies only to genuine emergencies. Ambulance costs are the responsibility of the family.

K. Sun protection, water and outdoor safety

Sun protection

Our sun protection practice follows current Cancer Council WA SunSmart guidance and Regulation 168 of the Education and Care Services National Regulations.

- we check the UV Index before every outdoor session
- at UV Index 3 and above, brimmed hats, sun-protective clothing and SPF 50+ broad-spectrum sunscreen are required
- sunscreen is reapplied every two hours during outdoor play
- shade is used wherever possible, and outdoor play is restricted or moved indoors on days of extreme heat

If your child cannot use our service-issued sunscreen, please provide a labelled alternative and complete the relevant section of the enrolment form.

Unfortunately children who do not have a hat when the UV reaches the index where hats are required and do not have a hat, they will be unable to join outdoor activities. Please keep a spare in their bag for OSHC.

Fresh water is available to children at all times — indoors and outdoors. Please send a labelled water bottle each day. On hot days we increase water breaks and adjust outdoor play accordingly.

Water-based experiences

Some vacation care days may involve water play, sprinklers, paddling pools or excursions to water-based locations ie parks with water play. These activities have a written risk assessment, additional supervision arrangements and require specific parent authorisation. Details are provided on each booking form.

Outdoor play and weather

Children play outdoors most days, weather permitting. On days of extreme heat, severe storms, poor air quality or other weather-related risk, we move to indoor experiences and adjust the program. Educators carry first aid resources during outdoor play and excursions.

L. Food, nutrition and hydration

What we provide

All meals and snacks are provided by the service — your child does not need to bring food. Our menus follow Australian dietary guidelines for children, run on a seasonal rotation, and are reviewed with feedback from families and children.

A typical day at Landsdale OSHC includes:

- Breakfast — between 7:00am and approximately 8:00am
- Afternoon tea — is progressive and is served between approximately 3.45pm and 4.30pm
- Late snack — around 5.30pm
- Lunch on vacation care days, as listed on the daily program

Allergies and dietary requirements

IMPORTANT

If your child has any food allergy, intolerance or specific dietary requirement, this must be confirmed in writing on enrolment, along with any Medical Management Plan.

Allergy lists are checked before every meal service, every day, without exception. Suitable alternatives are provided where required.

To protect children with severe allergies, we maintain a no outside food policy. Please do not pack food from home unless arranged in advance with the Service Director.

On vacation care please ensure your child does not bring any foods with nuts.

Birthdays and celebrations

We love marking children's birthdays. Because we have children with serious food allergies, we ask that families do not bring birthday cakes or treats from home. Speak with the Service Director about how we can celebrate your child's day in a way that is safe and special for everyone.

Mealtimes

Educators serve alongside children if they wish to assist and monitor children during meals. They model healthy eating and talk about food in positive, factual ways. Children are encouraged to try new foods but never forced. Mealtimes are calm, social and unhurried. If your child does not like what is on offer/planned, an alternative will be provided.

M. Behaviour guidance and relationships

How we guide behaviour

As children are learning boundaries and who they are, we endeavour to support and guide them in making safe choices. We understand children's behaviour is communication, and our role is to read what they are telling us if words are not coming easy to them. We support them as they learn the skills and regulations needed. This is especially important for school-age children, who are navigating big social and emotional growth.

Our educators:

- build genuine, trusting relationships with each child
- set clear, age-appropriate expectations and follow through consistently
- teach emotional language so children can name what they feel
- guide with problem-solving and repair after conflict,
- protect children's dignity in every interaction, especially the difficult ones

Our limits

We will never use physical punishment, shame, isolation, fear or humiliation as a behaviour strategy. These are prohibited by Regulation 168 of the National Regulations and incompatible with everything we believe about children.

Working with you

Most behaviour patterns we see are part of normal development. Where a child is consistently struggling, we seek the guardians support in working together to ensure consistency for the child and so that there is clear communication and understanding about what may be happening outside our care and create a safe environment. Where specialist support would help, we will say so openly and respectfully.

Sustained or serious behaviour

In rare cases, a child's behaviour may put themselves or others at risk in a way the service cannot safely manage. Where this happens, we work closely with the family and, where appropriate, specialists to develop a clear plan. In limited circumstances, where safety cannot be maintained, the service may suspend or end care. We will always communicate openly and follow the process set out in our policies and the Conditions of Enrolment. A behaviour management form may be presented to the guardian collecting, we ask for support and respect toward our educators when this arises. Open communication and respect is appreciated so that, together we can resolve, identify issues and behaviours so that the child feels supported and a positive outcome can be achieved.

Adult conduct

We ask all adults entering Kingsway ASC — parents, carers, visitors and educators — to model the relationships we want children to grow up with. That means speaking respectfully to children, families and our team, and raising concerns through the proper channels rather than in front of children. Aggressive, threatening or abusive behaviour toward children, families or educators is not acceptable, and may result in care being suspended or ended in line with our family conduct guidelines.

N. Communicating with families

Day to day

Mornings and afternoons can feel rushed, but they are still important moments of connection. Where possible, an educator will share a short update about your child's session at collection. For anything that needs more time — questions, concerns, suggestions — please send an email or book a conversation rather than try to fit it in at the door.

How we share information

Channel	Used for
Email — admin@kingswayasc.com	Detailed conversations, written records, formal notices, account queries, illness notifications.
Phone 0401 942 117	Urgent matters, last-minute changes, illness notifications during the session.
Parent app / digital platform	Kidsoft. Daily updates, learning observations, photos, incident notifications, account information.
In person	Daily verbal updates, settling-in conversations, scheduled meetings, parent events.
Newsletters and notices	Service-wide updates, programming news, vacation care announcements, policy changes via Kidsoft

When mornings or afternoons are rushed

If you want to talk something through properly, please send us an email and we will call once the morning settles or after the children have gone to school. That way we can give your concern the time and care it deserves.

Please let us know if…

- your contact details change
- your child has had a difficult night, an unsettled morning or anything we should be aware of
- there has been a significant change at home — illness, bereavement, a new sibling, a separation
- your child has been unwell, even mildly
- your child's medical, dietary or developmental needs have changed
- a court order or parenting order has changed

O. Photos, devices, CCTV and online environments

How we use images of children

We document children's learning with photos and short videos. These help us reflect on your child's progress, communicate with you, and plan future experiences. We only do this with your consent, recorded at enrolment.

You can change your consent at any time. For example, you may agree to images shared with your family on our parent app but not used on our website or social media. We will respect your choice without question.

Where images are stored and shared

- on service-issued devices only, never on personal phones
- through our approved parent app or family communication platform
- in your child's individual learning records
- on Chemello Group public channels (website, social media) only where you have given specific consent. These pages are private for families of ur service.

Personal devices and mobile phones at the service

Our educators do not use personal phones during child supervision. Service-issued devices are used for programming, learning records and family communication only. Children are asked not to bring mobile phones or personal devices to the service; where this is unavoidable, devices are stored safely and used only with educator permission.

This includes guardian's devices. Guardians are prohibited to take any photos, videos or digital content whilst in our service.

CCTV at our service

SERVICE-SPECIFIC NOTE

Kingsway ASC uses Closed-Circuit Television (CCTV), with both visual and audio elements, in the service's licensed indoor and outdoor areas.

CCTV supports our risk management strategy — it provides protection and security for children and educators, assists in resolving misunderstandings, supports child safety practice, and may assist in addressing damage, theft or unfounded accusations.

CCTV is operated in line with our CCTV Policy, which is available at the service. Footage is held securely, retained only for the period required, and accessed only by authorised personnel.

Respectful online environments

We ask families to support our child-safe culture online by:

- not sharing photos that include other children without those families' consent
- not posting content that identifies other children, families or educators in a negative way
- raising any concerns with us directly, not through social media

P. Fees, Child Care Subsidy and absences

Fee schedule

Current daily session fees, before any Child Care Subsidy (CCS) is applied (As at 6th July 2026)

Session type	Description	Daily rate
Before School Care (BSC)	7:00am until school start	$38.00
After School Care (ASC)	3:00pm - 6.00pm	$48.00
Kindy Before School Care (KBSC)	7:00am until school start	$40.00
Kindy After School Care (KASC)	3:00pm - 6.00pm	$50.00
Vacation Care (full day)	7:00am – 6.00pm	$115.00

Casual loadings, additional charges and one-off fees

Charge	Amount
Casual loading — BSC and ASC	+ $5 per session
Casual loading — Vacation Care	+ $8 per session
Farm School Pick Ups	+ $5 per session
Non-refundable enrolment / admin fee	$35 paid at booking
Dishonour fee — declined direct debit or card	$10 per declined payment
Late collection — after 6.00pm	$1 per minute
Repeated late collection — after 3 instances	Late fee increases to $5 per minute
Selected vacation care days and excursions	Additional fee where noted on the booking form

Fees may be reviewed periodically. Where rates change, we will give you reasonable written notice.

How fees are charged

- fees are charged in advance, on a weekly or fortnightly cycle (confirmed at enrolment)
- two weeks' fees must be paid in advance from the start of care
- full fees are charged for booked sessions, public holidays within the term and any day your child is absent
- if Child Care Subsidy has not yet processed when your account is debited, We will support family fees for a period until CCS is approved.
- We have two payment methods via a DDR form. Direct debit from your nominated bank account, or debit or credit card.

Notice of changes or cancellation

Two weeks' written notice is required to end care or change booked days. Normal fees and gap fees apply for booked sessions during the notice period, whether your child attends or not.

Child Care Subsidy (CCS)

The Australian Government Child Care Subsidy reduces the cost of approved education and care for eligible families. It is paid directly to the service as a fee reduction, and you then pay the remaining "gap fee".

From 5 January 2026, the previous activity test has been replaced by the 3 Day Guarantee.

All CCS-eligible families can now access at least 72 hours of subsidised care per fortnight (roughly 3 days per week) regardless of activity level. Higher hours — up to 100 per fortnight — may be available where parents meet the activity test for more than 48 hours of recognised participation per fortnight, or where exceptional circumstances apply. Aboriginal and Torres Strait Islander children are eligible for 100 hours per fortnight.

IMPORTANT — WHAT WE CANNOT GUARANTEE

CCS eligibility, percentages, hourly rates and entitlements are determined by Services Australia, not by us. Your final out-of-pocket cost depends on your family income, your recognised participation, the hourly rate cap, and other factors set by the Commonwealth.

Our service cannot change, increase or decrease your CCS entitlement. If your subsidy stops, reduces or appears incorrect, please contact Services Australia on 136 150. We are happy to help you understand a statement, but we cannot adjust the assessment itself.

To access CCS

- claim CCS through your Centrelink online account via myGov before your child starts
- provide us with your CRN and your child's CRN at enrolment
- confirm your enrolment in your myGov account once we have submitted it
- keep your income estimate, recognised participation and family details current with Services Australia

Absences and public holidays

Each child can receive CCS for up to 42 absence days per financial year — these are days your child was booked in but did not attend. Beyond 42 days, additional absences may be eligible only for specific reasons (such as illness with supporting evidence). Public holidays count as an absence if your child would normally have attended that day.

The gap fee remains payable for booked sessions whether your child attends or is absent.

Q. Excursions, incursions and vacation care

Vacation care program

Vacation care runs during school holidays from 7:00am to 6.00pm, with a relaxed but engaging program of incursions, excursions, themed weeks, sport, art, cooking and plenty of free play. A vacation care program is published before each holiday period, with daily details, costs and booking deadlines.

Excursions

Some vacation care days include excursions outside the service. For every excursion we:

- complete a written risk assessment in line with Regulations 100–102 of the National Regulations
- confirm transport arrangements, supervision ratios and educator-to-child positioning
- obtain written parent or guardian authorisation for that specific excursion
- complete documented headcounts at departure, at the destination and on return
- carry first aid resources and emergency medication for relevant children

Authorisation and cost

Excursion authorisation is collected on the vacation care booking form for each specific excursion. Some excursions and selected vacation care days attract an additional fee, which is clearly noted on the booking form before you confirm your booking.

Incursions

Incursions are special activities held at the service — for example, visiting performers, sports providers or cultural experiences. Incursions do not usually require additional authorisation, but where an incursion involves any specific risk consideration, we will let you know in advance.

Vacation care bookings and changes

Vacation care bookings open in advance of each holiday period and are subject to availability. Once a booking is confirmed:

- the full daily fee applies, even if your child is absent on the day
- cancellations require written notice, and may still attract the full fee depending on timing
- changes to bookings are processed where capacity allows

R. Child safety, complaints and feedback

Our child-safe commitment

Kingsway ASC is committed to child-safe practice in line with the National Principles for Child Safe Organisations. Every educator:

- holds a current Working with Children Check
- is trained in child protection, including mandatory reporting
- operates under clear, regulated practices that govern every interaction with a child

Children are taught — in age-appropriate ways — that they have a voice, that their feelings matter, and that adults are responsible for keeping them safe.

Mandatory reporting

Our educators are mandatory reporters under the Children and Community Services Act 2004 (WA). Where an educator forms a belief on reasonable grounds that a child has been or is being abused or neglected, they are required by law to report this to the Department of Communities — Child Protection. We support our team to act on these obligations without delay, and a report made in good faith does not require parental notification beforehand.

Speaking up

If something does not feel right — about your child's care, an interaction you witnessed, or something you have heard — please tell us. We treat every concern seriously and confidentially. You can:

- speak with an educator or with the Service Director / Nominated Supervisor
- email the service at admin@kingswayasc.com
- contact the Approved Provider directly at annmarie@chemellogroup.com.au
- contact ECRU as the regulator at any time
- contact the WA Department of Communities — Child Protection where your concern involves the safety of a child

You will never be disadvantaged or treated differently for raising a concern in good faith.

Complaints and feedback

Communication is one of the most important parts of our service. We use a simple complaints process — designed to get to a good outcome, not to slow you down.

Step	What happens
1	Raise the concern with your child's Educator or directly with the Service Director. Most concerns are resolved at this stage.
2	If not resolved, or if the concern involves the Service Director, escalate in writing to the Approved Provider at sarah@chemellogroup.com.au.
3	If you remain dissatisfied, you may contact ECRU (the regulator), the WA Equal Opportunity Commission or another relevant body. ECRU is contactable at (08) 6277 3889.

Some complaints — those alleging a serious incident, a breach of the National Law or a risk to a child — must be notified to ECRU by the service within statutory timeframes. We will manage these obligations and keep you appropriately informed.

Family conduct

We expect every adult who enters Kingsway ASC to behave respectfully, lawfully and consistently with our child-safe culture. Aggressive, threatening or abusive conduct toward children, families or educators is not acceptable and may result in care being suspended or ended.

S. Emergencies, evacuation and lockdown

Emergency preparedness

Kingsway ASC maintains a written Emergency Management Plan, as required by Regulation 97 of the National Regulations. The plan covers evacuation, lockdown, medical emergencies, missing child procedures and natural disasters. Educators are trained on the plan, and we practise key procedures with children at regular intervals.

Evacuation and lockdown

The service has designated evacuation routes and muster points, and dedicated lockdown procedures. These are practised with children so that, in a real event, the routine feels familiar rather than frightening.

Temporary closures

Occasionally we may need to close temporarily — for example, due to severe weather, a public health direction, a major incident, school closure or essential works. Where we anticipate a closure, we will communicate as early as possible through email, the parent app and phone. CCS may continue during certain types of unavoidable closures — we will tell you what applies.

Lost contact

Please make sure we always have at least two current emergency contacts on file, with current phone numbers. In a real emergency, this can be the difference between us reaching you in minutes or in hours.

T. Privacy and confidentiality

How we use and share information

Your information is used to provide care and education, to communicate with you, to comply with the law and to administer your CCS. Where we are required by law — for example, mandatory reporting, ECRU notifications, or Services Australia reporting — we may share information without your consent only to the extent the law requires.

Keeping information safe

We hold your information securely, restrict access to authorised personnel, and keep records for the periods set out in the National Regulations and our Privacy Policy. You can ask to see what we hold about you at any time, and ask us to correct it if anything is wrong.

Where the full notice sits

Our full Privacy Collection Notice and Privacy Policy is available at the service at any time. They explain in more detail what we collect, why, who we share with, how to make a privacy complaint, and how to contact the Office of the Australian Information Commissioner.

U. Smoke, alcohol and drug-free environment

In line with Regulation 82 of the Education and Care Services National Regulations, Kingsway ASC is a smoke-free, alcohol-free and drug-free environment.

- smoking, vaping and the use of any tobacco or e-cigarette product is prohibited anywhere on the service premises
- the consumption or possession of alcohol or illicit drugs is prohibited anywhere on the service premises
- educators must not attend or remain at work while impaired by alcohol, illicit drugs, prescription medication or any other substance that could affect the safe performance of their duties
- we may decline to release a child to any collector who appears intoxicated or impaired, and will follow our authorised collection procedure

This applies to everyone in our service — educators, families, visitors, contractors and authorised collectors. Thank you for your support in keeping Kingsway ASC safe.

V. Quality Improvement and our regulatory status

National Quality Standard

Kingsway ASC is assessed and rated against the National Quality Standard (NQS) by the WA Education and Care Regulatory Unit (ECRU). The NQS sets the benchmark for quality across seven areas:

- 1. Educational program and practice
- 2. Children's health and safety
- 3. Physical environment
- 4. Staffing arrangements
- 5. Relationships with children
- 6. Collaborative partnerships with families and communities
- 7. Governance and leadership

Our current NQS rating is displayed at the service and on the ACECQA register at acecqa.gov.au. As at July 2026- Kingsway ASC under our provider approval, have not had a formal assessment and rating.

Quality Improvement Plan

Under the National Regulations, we maintain a Quality Improvement Plan (QIP) that identifies areas for improvement, sets out the actions we are taking, and tracks progress over time. Our QIP is reviewed regularly and is available to families on request.

Family input into quality

Genuine engagement with families is at the heart of quality improvement. We welcome your feedback through:

- day-to-day conversations and emails
- family surveys and feedback opportunities
- input into our policies, procedures, program and philosophy
- participation in special events and parent evenings

W. Ending care, changing bookings or transitioning

Notice

Two weeks' written notice is required to end care or reduce booked days. Notice can be given by email to admin@kingswayasc.com During the notice period, normal fees and gap fees apply for booked sessions, whether your child attends or not.

Final account

Your final account will reflect attendance, absences and any outstanding balance up to the last day of care. We will provide a final statement once the account is closed.

Transitioning to high school or another service

If your child is leaving us to start high school or to move to another service, please tell us as early as you can. We can support transitions thoughtfully — sharing learning summaries with the next setting where you consent, marking the transition with the children, and making the final days feel meaningful rather than abrupt.

When the service may end care

In limited circumstances we may need to suspend or end a child's placement — for example, where safety cannot be maintained, where fees remain unpaid despite reasonable steps, or where there has been a serious breach of our family conduct expectations. We will always communicate openly and follow the process set out in our Conditions of Enrolment before taking this step.

X. Family acknowledgement

We ask each family to read the handbook, so we can be confident we have started our relationship on a shared understanding.

We would like to thank your family for trusting Kingsway ASC with your child/children and look forward to the relationships and experiences shared.



KINGSWAY AFTERSCHOOL CARE ENROLMENT CHECKLIST

Kindly follow the checklist below and make sure all required documents are sent to admin@kingswayasc.com along with the enrolment form. Please note that failure to submit the necessary documents may result in delays with the enrolment process.

- ☐ A copy of your child's birth certificate
- ☐ Latest immunisation statement (downloaded from mygov)
- ☐ If your child is anaphylactic or has allergies, please attach an action plan from a medical practitioner and sign a risk minimisation plan attach to the enrolment
- ☐ Copy of photo ID: photos of anyone collecting your child
- ☐ Ensure the DDR form is fully completed, including the top section. Ensure that all numbers and letters are inside the boxes to guarantee it processes correctly in the system

*This document does not require to be sent back with the enrolment



RISK MINIMISATION & MANAGEMENT PLAN

THIS PLAN IS TO BE REVIEWED AT LEAST ANNUALLY AND UPDATED WITH ANY CHANGES

DATE		PHOTO IN COLOUR
CHILD'S NAME		
DATE OF BIRTH		
What is the medical condition that this assessment addresses? (Conditions, Symptoms, Triggers)		

RISK: What are the issues and/or the actual/potential situations that could lead to a medical emergency?

STRATEGY: What can be done to reduce these risks? Steps to be taken to minimise risk or exposure, including medication to be administered (including location of medication)

ACTION: Step by step actions to be taken

COMMUNICATION PLAN	DATE
Relevant staff and volunteers have been informed about the services' medical conditions policy and medical communication plan for the child.	
Relevant staff and volunteers have been informed about this medical management plan and risk minimisation plan and know where to locate in the case of an emergency	
Parent / guardian of child have been informed to communicate any changes to the medical management plan (including risk minimisation plan) for the child in writing.	

EMERGENCY CONTACT DETAILS ON REVERSE



CONTACT INFORMATION

GURARDIAN NAME		GUARDIAN NAME	
MOBILE		MOBILE	
WORK #		WORK #	

IF GUARDIANS ARE UNCONTACTABLE PLEASE USE EMERGENCY CONTACTS BELOW

NAME		NAME	
MOBILE		MOBILE	
WORK #		WORK #	

This plan is to be displayed in an area accessible by staff who are responsible for your child's education and care. This information will not be used for any purpose other than to ensure the safety and wellbeing of your child.

EDUCATOR COMPLETING PLAN	
DATE	
SIGNATURE	
RESPONSIBLE PERSON	
DATE	
SIGNATURE	
GUARDIAN	
SIGNATURE	
DATE	

Review

(any changes a new form to be completed)

Date	Sign

Landsdale Farm - Kingsway Before and Afterschool Care

AUTHORISATION FOR REGULAR TRANSPORTATION

Child's Full Name: Child's Class Number :

This permission form is active for the 2027 school year beginning from February 1, 2027 and ending December 8, 2027.
Please note that Landsdale Farm transfers will incur a $5 fee on top of the BSC and ASC charges.
All sections highlighted in yellow must be completed in full.
Please note, we are unable to provide transport for your child/ren unless this information is submitted.

Reason for Transportation	Pick up location and destination	**Approximate** time and duration of transportation	When a child is being transported	Method of transportation	Requirements for seat belts or safety restraints	Number of children Staff ratio	Supervising educators
Transfer from service (located in Kingsway Christian College) to Landsdale Farm School	Service to Landsdale Farm School: **Kingsway Before and Afterschool Care** 157 Kingsway Rd, Darch WA 6065 **Landsdale Farm School** 71 Evandale Road, Darch WA 6065	Departure from KCC 8.30am Arrival Landsdale Farm School 8.45am	Wednesdays As per bookings Before School Care	Walk to Car or Mini Van then using Car or Mini Van to transport children	Children under 7 years require booster seat Children under 4 years require child car seat with harness	**Morning Transport** • A **1:10 staff-to-child ratio is always maintained**. • **Two staff members are present** to complete clear vehicle and child checks. • Ratios are maintained as school children are dropped off to BSC prior to transport. • Attendance usually ranges between **1–6 children**.	Monika Busheski Hollie Schmidt Abigail Lay Gemma Nesbitt Ann Marie Chemello Sarah Chemello or other educators employed at the service
Transfer from Landsdale Farm School to service (located in Kingsway Christian College)	Landsdale Farm Schoo to Service: **Landsdale Farm School** 71 Evandale Road, Darch WA 6065 **Kingsway Before and Afterschool Care** 157 Kingsway Rd, Darch WA 6065	Departure from Landsdale Farm School 2:40pm Arrival to KCC 2:50pm-3:00pm	Wednesdays As per bookings After School Care	Car or Mini Van used to transport children back to KCC then walked back to service	Children under 7 years require booster seat Children under 4 years require child car seat with harness	**Afternoon Transport** • A **1:10 staff-to-child ratio is always maintained**. • **Two staff members are present** to complete clear vehicle and child checks. • Ratios are supported by two staff as school children do not attend until **3:10pm** after transport completed • Attendance usually ranges between **1–6 children**.	Monika Busheski Hollie Schmidt Abigail Lay Gemma Nesbitt Ann Marie Chemello Sarah Chemello or other educators employed at the service

Medication requirements for the child: Yes/No if yes, what medication?

I consent for Kingsway Before and Afterschool Care to provide regular transportation as detailed for 2027. I authorise the service to seek medical assistance from a medical practitioner or hospital including transportation in an ambulance if required.

Name of Parent/Guardian: Signature: Date:

Education and Care National Regulations 2011- Regulations 102B requires a transport risk assessment to be conducted before our service transports any child. Regulation 102D requires our service to receive written authorisation to transport children. Our service has completed a risk assessment to identify and assess any risks that the transportation of a child may pose to the safety, health and wellbeing of the child. This has been authorised by the Approved Provider and is available to sight at our service. Policies and procedures for transporting children are also available to view.

Regular transportation means the transportation by the service or arranged by the service of a child being educated and cared for by the service, where the circumstances relevant to a risk assessment are substantially the same for each occasion on which the child is transported. An authorisation is only required once in a 12-month period.



iDebit PRO

ABN: 17 349 353 404 PH: 1800 827 234

DIRECT DEBIT REQUEST - CREDIT CARD

Business:	P & A Chemello Nominees Pty Ltd ATF Paul Chemello Trust	ABN/ACN:	21661848225
*Surname:		*First Name:	
*Mobile Phone:		Customer Reference:	
*Email:			
*Address:			

* indicates a mandatory field.

Debit Arrangement / Payment Details

I authorise and request NumeroPro Pty Ltd ATF The Kidsoft Unit Trust (Direct Debit User ID: 424700) to debit payments from my nominated account, as specified below, at intervals and amounts as directed by P & A Chemello Nominees Pty Ltd ATF Paul Chemello Trust in accordance with the Terms and Conditions of this agreement.

Child's Name	Fixed Amount	Fixed	Variable
		☐	☐

Fee Start Date	Weekly	Fortnightly	Monthly	4 Weekly
D D - M M - Y Y Y Y	☐	☐	☐	☐

Debit from Credit Card

☐ VISA ☐ MasterCard

Card Number: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiry Date: M M - Y Y Card Holder's Name:

By Signing this form, I/we authorise **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust** , acting on behalf of the Business, to debit payments from my specified credit card above, and I/we acknowledge that **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust** will appear as the business name on my credit card statement. Furthermore, I/we agree to reimburse **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust** for any successful claims made by the Card Holder through their financial institution against **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust**

This Authorisation is to remain in force in accordance with the terms and conditions on this Direct Debit Request, the provided NumeroPro Pty Ltd ATF The Kidsoft Unit Trust DDR Service Agreement, and I/we have read and understood the same.

Signature(s) of Nominated Account Holder/Credit Card Holder

Date

D D - M M - Y Y Y Y

Office Use Only	Received Date:	Reference No:	Ver 1.0	COMPLETE USING BLACK INK ONLY



ABN: 17 349 353 404 PH: 1800 827 234

DIRECT DEBIT REQUEST SERVICE AGREEMENT - CREDIT CARD

The following is your Direct Debit Service Agreement with NumeroPro Pty Ltd ATF The Kidsoft Unit Trust ABN 17 349 353 404. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form.

Definitions

a) ***account*** means the account held at *your financial institution* from which *we* are authorised to arrange for funds to be debited.
b) ***agreement*** means this Direct Debit Request Service Agreement between *you* and *us*.
c) ***Business*** means the "business" as referred to on the DDR form.
d) ***banking day*** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
e) ***debit day*** means the day that payment by *you* to *us* is due.
f) ***debit payment*** means a particular transaction where a debit is made.
g) ***direct debit request*** means the Direct Debit Request between *us* and *you*.
h) ***us*** or ***we*** means ***NumeroPro***, (the Debit User) *you* have authorised by signing a *direct debit request*.
i) ***variable*** means the *balance due* as and when the debit arrangement is set to run.
j) ***you*** means the customer who signed the *Direct Debit Request*.
k) ***your financial institution*** means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

I/We hereby authorise NumeroPro Pty Ltd ATF The Kidsoft Unit Trust ABN 17 349 353 404 (herein referred to as "NumeroPro") to make periodic debits on behalf of the "Business" as indicated on the front of this Direct Debit Request (herein referred to as the "Business").

I/We acknowledge that NumeroPro is acting as a Direct Debit Agent for the Business and that NumeroPro does not provide any goods or services and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/we have with the Business. I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business. I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

Debiting your account

By signing a *Direct Debit Request*, you have authorised *us* to arrange for funds (these amounts may vary upon instructions from the Business) to be debited from *your account*. *You* should refer to the *Direct Debit Request* and this agreement for the terms of the arrangement between *us* and *you*. *We* will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*.

If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution. I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to the Business. I/We acknowledge that any disputed debit payments will be directed to the Business and/or NumeroPro. If no resolution is forthcoming, I/we agree to contact my/our financial institution. I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee is payable. I/We will also be responsible for any fees and charges applied by my financial institution and collection fees, including and not limited to any solicitor fees and collection agent fees appointed by NumeroPro. I/We authorise NumeroPro to attempt to re-process any unsuccessful payments as advised by the Business. I/We acknowledge that if specified by the Business, a setup, variation, SMS or processing fees may apply as instructed by the Business.

Amendments by us

We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least fourteen **(14) days** written notice.

Amendments by you

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen **(14) days** notification by writing to: PO Box 1298, Broadbeach QLD 4218 or by telephoning us on 1800 827 234 during business hours *or* arranging it through your own financial institution.



ABN: 17 349 353 404 PH: 1800 827 234

DIRECT DEBIT REQUEST SERVICE AGREEMENT - CREDIT CARD

Your obligations

It is *your* responsibility to ensure that there are sufficient clear funds available in *your* account to allow a *debit payment* to be made in accordance with the *Direct Debit Request*. If there are insufficient clear funds in *your account* to meet a *debit payment*:

a) *you* may be charged a fee and/or interest by *your financial institution;*
b) *you* may also incur fees or charges imposed or incurred by *us*; and
c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.

You should check *your* account statement to verify that the amounts debited from *your account* are correct.

If NumeroPro is liable to pay goods and services tax ("GST") on a supply made in connection with this *agreement*, then *you* agree to pay NumeroPro on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

I/We acknowledge that there may be a delay in processing if:-

a) there is a public or bank holiday on the day, or any day after the debit date; or
b) a payment request is received by NumeroPro on a day that is not a banking business day; or
c) a payment request is received after normal NumeroPro cut off times, being 4:00pm Queensland time, Monday to Friday. Any payments that fall due on any of the above will be processed on the next business day.

Dispute

If you believe that there has been an error in debiting *your account, you* should notify us directly on 1800 827 234 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up with your financial institution direct. If *we* conclude as a result of our investigations that *your* account has been incorrectly debited *we* will respond to *your* query by arranging for *your financial institution* to adjust *your* account (including interest and charges) accordingly. *We* will also notify you in writing of the amount by which *your account* has been adjusted. If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited *we* will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

Accounts

You should check:

a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
b) *your* account details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
c) with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

Confidentiality

We will keep any information (including *your account* details) in *your Direct Debit Request* confidential. We will make reasonable efforts to keep any such information that *we* have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information. Further information relating to NumeroPro's Privacy Policy can be found at https://app.kidsoft.com.au/terms/PrivacyPolicy.pdf

We will only disclose information that *we* have about *you*:

a) to the extent specifically required by law; or
b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

Credit Card Payments

I/We acknowledge that "Business" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that NumeroPro will not be held liable for any disputed transactions resulting in the non-supply of goods and/or services and that all disputes will be directed to the Business as NumeroPro is acting as a 3rd party payment provider. I/We acknowledge and agree that in the event that a claim is made, NumeroPro will not be liable for the refund of any funds and agree to reimburse NumeroPro for any successful claims made by the Card Holder through their financial institution against NumeroPro. Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee whichever is greater. I/We authorise:

a) NumeroPro to verify details of my/our account with my/our financial institution; and
b) My/our financial institution to release information allowing NumeroPro to verify my/our account details.

ABN: 17 349 353 404 PH: 1800 827 234

DIRECT DEBIT REQUEST - DIRECT DEBIT

Business:	P & A Chemello Nominees Pty Ltd ATF Paul Chemello Trust	ABN/ACN:	21661848225
*Surname:		*First Name:	
*Mobile Phone:		Customer Reference:	
*Email:			
*Address:			

* indicates a mandatory field.

Debit Arrangement / Payment Details

I authorise and request **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust** (Direct Debit User ID: 424700) to debit payments from my nominated account through the Bulk Electronic Clearing System (BECS), as specified below, at intervals and amounts as directed by P & A Chemello Nominees Pty Ltd ATF Paul Chemello Trust in accordance with the Terms and Conditions of this agreement.

Child's Name	Fixed Amount	Fixed	Variable
		☐	☐

Fee Start Date	Weekly	Fortnightly	Monthly	4 Weekly
D D - M M - Y Y Y Y	☐	☐	☐	☐

Debit from Bank, Building Society or Credit Union Account

Financial Institution:		Branch:	
BSB Number:			
Account Number:			
Account Holder Name(s):			

I/We authorise **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust** ABN 17 349 353 404 to debit my/our account at the Financial Institution identified above through the Bulk Clearing System (BECS) in accordance with the Payment details stated above and as per the **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust** DDR Service Agreement (Ver 3.0) provided.

Failed Transaction Fee: $4.00

By signing in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and **NumeroPro Pty Ltd ATF The Kidsoft Unit Trust** as set out in this Request and in your Direct Debit Request Service Agreement.

Signature(s) of Nominated Account Holder

	Date D D - M M - Y Y Y Y
	Date D D - M M - Y Y Y Y

Office Use Only	Received Date:	Reference No:	Ver 1.0	COMPLETE USING BLACK INK ONLY



ABN: 17 349 353 404 PH: 1800 827 234

DIRECT DEBIT REQUEST SERVICE AGREEMENT - DIRECT DEBIT

The following is your Direct Debit Service Agreement with NumeroPro Pty Ltd ATF The Kidsoft Unit Trust APCA ID 424700 ABN 17 349 353 404. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit Provider. We recommend you keep this agreement in a safe place for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR form.

Definitions

a) ***account*** means the account held at *your financial institution* from which *we* are authorised to arrange for funds to be debited.
b) ***agreement*** means this Direct Debit Request Service Agreement between *you* and *us*.
c) ***Business*** means the "business" as referred to on the DDR form.
d) ***banking day*** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
e) ***debit day*** means the day that payment by *you* to *us* is due.
f) ***debit payment*** means a particular transaction where a debit is made.
g) ***direct debit request*** means the Direct Debit Request between *us* and *you*.
h) ***us*** or ***we*** means ***NumeroPro***, (the Debit User) *you* have authorised by signing a *direct debit request*.
i) ***variable*** means the *balance due* as and when the debit arrangement is set to run.
j) ***you*** means the customer who signed the *Direct Debit Request*.
k) ***your financial institution*** means the financial institution nominated by *you* on the DDR at which the *account* is maintained.
l) ***Sponsor Bank*** means the bank sponsoring NumeroPro Pty Ltd ATF The Kidsoft Unit Trust as a debit user in the direct debit system.

I/We hereby authorise NumeroPro Pty Ltd ATF The Kidsoft Unit Trust ABN 17 349 353 404 (herein referred to as "NumeroPro") to make periodic debits on behalf of the "Business" as indicated on the front of this Direct Debit Request (herein referred to as the "Business").

I/We acknowledge that NumeroPro is acting as a Direct Debit Agent for the Business and that NumeroPro does not provide any goods or services and has no express or implied liability in regards to the goods and services provided by the Business or the terms and conditions of any agreement that I/we have with the Business. I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with the Business. I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

Debiting your account

You should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*. *We* will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*.

If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

Amendments by us

We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least fourteen **(14) days** written notice.

Amendments by you

You may change, stop or defer a debit payment, or terminate this agreement by providing us with at least fourteen **(14) days** notification by writing to: PO Box 1298, Broadbeach QLD 4218 or by telephoning us on 1800 827 234 during business hours *or* arranging it through your own financial institution.

Your obligations

It is *your* responsibility to ensure that there are sufficient clear funds available in *your* account to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.

If there are insufficient clear funds in *your account* to meet a *debit payment*:

a) *you* may be charged a fee and/or interest by *your financial institution*;
b) *you* may also incur fees or charges imposed or incurred by *us*; and
c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.

You should check *your account* statement to verify that the amounts debited from *your account* are correct.

DIRECT DEBIT REQUEST SERVICE AGREEMENT - DIRECT DEBIT

If NumeroPro is liable to pay goods and services tax ("GST") on a supply made in connection with this *agreement*, then *you* agree to pay NumeroPro on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

I/We acknowledge that there may be a delay in processing if:-

a) there is a public or bank holiday on the day, or any day after the debit date; or
b) a payment request is received by NumeroPro on a day that is not a banking business day; or
c) a payment request is received after normal NumeroPro cut off times, being 4:00pm Queensland time, Monday to Friday. Any payments that fall due on any of the above will be processed on the next business day.

Dispute

If you believe that there has been an error in debiting *your account, you* should notify us directly on 1800 827 234 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up with your financial institution direct. If *we* conclude as a result of our investigations that *your* account has been incorrectly debited *we* will respond to *your* query by arranging for *your financial institution* to adjust *your* account (including interest and charges) accordingly. *We* will also notify you in writing of the amount by which *your account* has been adjusted. If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited we will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

Accounts

You should check:

a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions. *Direct Debit, through BECS, is not available on all accounts*.
b) *your* account details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
c) with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

Confidentiality

We will keep any information (including *your account* details) in *your Direct Debit Request* confidential. *We* will make reasonable efforts to keep any such information that *we* have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information. Further information relating to NumeroPro's Privacy Policy can be found at https://app.kidsoft.com.au/terms/PrivacyPolicy.pdf

We will only disclose information that *we* have about *you*:

a) to the extent specifically required by law; or
b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).
c) if the *Sponsor Bank* requests such information to be provided in the event of a claim or relating to an incorrect or wrongful debit