

Playtime Early Learning Parent Handbook
2015



Playtime Early Learning

Family Handbook

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Centre Philosophy

Our Philosophy...

We believe that children are like sponges, they soak up everything they see; they mimic roles, repeat words and sayings and are limited only by the restrictions we place on them. Children must have time to play. It is through play that they make sense of the world around them.

A child's learning environment should make them feel safe, valued and confident to learn new things without fear of failure. It is our job to provide opportunities for children to problem solve, explore, create and understand others by building relationships with their peers.

We believe in the importance of multisensory experiences for conceptual development. We believe in making constructive mess. We believe that books, song and dance feed our imagination. We believe that learning about our natural environment will make us appreciate the Earth. We believe that in play we can both make friends and enjoy being alone.

We believe in Playtime...

Centre Goals

Educational programs and practice:

In supporting children in 'belonging, being and becoming' as mandated in the Early Years Learning Framework we encourage children to follow their own interests within our free flow, play based learning environment. Through our fortnightly themes children are able to explore and discover new concepts and hopefully develop new interests as well as build on what they already know.

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Children's health and safety:

To provide a clean, safe and healthy environment for all children and staff. Educators will model and encourage hygiene practices and encourage children to develop the personal skills such as washing their own hands properly, toileting and blowing their nose. Our play environment along with all toys and resources will be assessed daily to ensure the utmost safety for children engaging with the environment.

Physical environment:

Children will interact with nature on a personal level in the nature playground and vegetable garden. Educators will model and educate children on ways we can care for our Earth and respect it's creatures and the land. Our indoor environment welcomes children into a relaxed and calm play space filled with multiple learning opportunities and a sense of belonging.

Staffing arrangements:

Staff ratios as per legislative requirements will be adhered to at all times. Consistent staffing of dedicated, motivated, caring and encouraging individuals who believe in our centre's philosophy will be the backbone of Playtime Early Learning. Staff will be provided with professional development opportunities to develop and widen as well as keep up to date on their knowledge of Early Years Education and Development.

Relationships with children:

We appreciate that a positive relationship with children in our care allows children to feel safe and secure in their learning environment. In feeling safe and secure, children develop the confidence to explore new things and develop their interests and skills. In supporting their learning experiences, educators are encouraging children to *be* and *become* confident, curious and creative learners. Children will be encouraged to follow appropriate social behaviours and treat others with care and respect and educators will model such behaviours at all times.

Collaborative partnerships with families and communities:

Staff at Playtime Early Learning understand that by communicating and collaborating effectively, building a relationship with parents, a deeper understanding of the child as an individual and as a member of their family can be established. Through our Pre Start program, children and their families casually integrate into our learning environment, making the transition into care a positive one for everyone. Open communication between parents and educators is strongly encouraged.

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Leadership service management.

We are a family owned and run centre by qualified teachers who have a passion for Early Years Education. We understand the expectations set by legislative authorities and believe we are able to integrate high quality care and education with an exciting and curious play environment lead by highly motivated and passionate educators. Parents, carers and friends are encouraged to provide feedback on the service that is being provide in order for Playtime Early Learning to grow and develop and consistently offer the highest quality care available.

Welcome

Welcome to Playtime Early Learning. We are a family owned and run centre with a passion for Early Years Education and aim to provide the highest quality care available to children between the ages of 2 and 5 years.

Our day is crazy fun. Like it says in the name, we are an 'early learning' centre. Our free flow play environment means that children can move between the indoors and outdoors as they please. Children make sense of the world around them through play. This is any kind of play that takes their fancy. Two children can learn the same skill by engaging in two completely different activities but the activity they chose was what took THEIR interest, they chose it on THEIR own and by doing this they are developing a sense of themselves. How exciting is that !!! We DO NOT in any way, we CAN'T stifle that ridiculously important learning process.

On the flip side, life does have a few rules and there are things we need to know like how to listen, how to be still, how to love books and songs, how to be silly, how to sing and dance. Our daily mat sessions are filled with storytelling, news time, nursery rhymes and silly songs, yoga and meditation. Children love routine, it makes them feel safe and secure in their environment so while we have plenty of free time to play, we also believe in the importance of mat sessions and a daily routine that the children pick up quickly and thrive on.

You're wishing you could come too hey!!!

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Our Team

Our team is filled with enthusiasm, energy, passion for the Early Years, creativity and the understanding that children are constantly able to challenge ideas, think of new ways to do things, look at objects in a million different ways and find the good in everything and everyone. We believe that children can teach us, they can think of more activities than we could ever plan for and they develop confidence through us encouraging all of these behaviours by allowing them to think freely. Our staff will always be ready for a chat and talk to you about how your child is going each day. You will be able to read about each of our belief systems with regards to the Early Years in our entrance.

Our Learning Environment

Our free flow learning environment means that children are free to explore their own interests both indoors and out as well as engage in a number of mat sessions that focus on language, number, yoga and meditation, music and nursery rhymes.

When you leave in the morning you can smile knowing that your child's day at Playtime will be one where they go home excited and exhausted, with a bag exploding with artwork and collage constructions and enough sand between their toes to start your own sand pit at home.

- Elevated fort, climbing wall and cubby house
- Nature trail and vegie patch
- Play dough
- Painting
- Sand pit and water play
- Puzzles, blocks, trains
- Collage and drawing table
- Sensory wall
- Chill out area

and SOOOOOOOO much more.....

We believe that a learning environment should be constantly evolving according to the interests of the children so while we will have the constant activities listed above, we will always be integrating new and exciting activities to motivate the children and keep them interested.

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Operating Hours

Playtime Early Learning is open Monday to Friday 7.30am – 5.30pm and is closed on Public Holidays. We are also closed for a brief period between Christmas and the New Year.

Centre security and access

Upon arrival please ring the doorbell. The supervisor in charge will greet you and let you in through our entrance gate. It is at the Supervisor's discretion to allow access to the service. Photo identification is necessary for adults collecting children who are not regular visitors to the centre. In relation to our policy, please inform the nominated Supervisor if an alternative person will be collecting your child through either phone call, text message, email or write in our communication book in our entrance. Staff have the right to refuse entry into the premise if they feel that the safety of the staff and children are at risk.

Late collection

Playtime Early Learning have strict operating hours of 7.30am – 5.30pm that have been granted by the Education and Care Regulatory Unit, therefore it is of utmost importance that we follow these guidelines. Upon enrolment it is agreed that a fee of \$1.00 per minute after 5.30pm will be charged and payable in cash to the supervisor on duty. This is charged separately to your fees and must be paid within one week of the late collection. Playtime Early Learning have the right to cancel care if late collection becomes an ongoing issue. If a child has not been collected by 6.00pm, Crisis Care will be called to care for the child.

Enrolment and Orientation process

Upon enrolment, you will sit down with a Playtime Early Learning Director and go over your enrolment application. It is necessary for both an enrolment form and an Ezidebit form be read and signed by the enrolling parent. A copy of your child's immunisation record and birth certificate is also required upon enrolment.

The purpose of orientation is to start building relationships between children, families and educators, and to help children and families feel comfortable in a new environment and with people they have not previously met. Orientation is offered between 9.30 and 11.00am and can be booked in with the centre's Director.

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During orientation there will often be a great deal of information to absorb. The process of information sharing needs to be established with the parent so that information can be shared over a period of time. This will help establish a routine and expectation of an ongoing exchange of information. This period of time is vital for establishing relationships with families and it should be one of mutual trust and respect.

Parents are encouraged to ask questions or clarify concerns.

During orientation the parent/guardian/person with parental responsibility is required to provide adequate supervision for their child at all times. The child's enrolment records must be completed in full and returned to the centre prior to orientation.

Daily personal requirements

Please ensure that you provide your child with the following items upon drop off ready for their day at Playtime:

- An appropriate hat for sun protection
- Water bottle
- Change of clothes
- A spare set of clothes including underwear and additional items if your child is toilet training.
- **LUNCH** in a suitable lunchbox that can be stored in the fridge. Please see our Policy 1.1 with regards to Lunch

Children are to be supplied with a nutritional packed lunch and a piece of fruit to share for each day that they attend Playtime Early Learning. Age appropriate foods that meet the child's nutritional needs. An adequate amount of food must be supplied by the parent / carer based on the requirements of the child.

- A piece of **FRUIT** that will be used for our share plate at morning tea time.

Playtime Early Learning has been licensed by the Education and Care Regulatory Unit and in that license states that we are unable to provide lunch to children. If a child has not be provided with lunch, the enrolling parent will be called. If this becomes a regular occurrence Playtime Early Learning will request a meeting with the parent to discuss this issue.

Please ensure that every item that your send to Playtime is clearly labelled with your child's name.

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Meal times

Please ensure that your child has a substantial breakfast before attending Playtime Early Learning. They will need lots of energy to play!

<i>Morning Tea.</i>	<i>9.45 am</i>
<i>Lunch.</i>	<i>11.45 am</i>
<i>Afternoon Tea.</i>	<i>2.15 pm</i>

(Meal times may alter occasionally)

Allergies

Please notify Playtime Early Learning of any allergies that your child has upon enrolment where an Action Plan will be developed and implemented in our centre. We will display all action plans for staff to see and notify families of any foods that are unable to be brought into the centre.

Our educators are trained in asthma and anaphylactic management and first aid.

Birthday and cultural celebrations

We enjoy celebrating each other's birthday and welcome a small treat for everyone to share if you would like to send something in with your child. It is preferred that these items are in single serves eg. A small chocolate or cupcake. Please ensure that the ingredients are made visible to staff so that we can ensure the safety of any children with allergies.

News

Your child may wish to bring in something to show and tell for our News mat session. These items will be placed in a box in our entrance ready for the mat session. Children will not play with their news item throughout the day. We believe that we have many fun and stimulating toys at Playtime therefore your child does not need to bring anything in from home.

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Attendance and Absentees

Upon drop off, parents/carers are required to sign in using the tablet in our entrance. Your mobile phone number provided upon enrolment needs to be entered and then you will click on your child's name. This process ensures that we have an up to date log of who is in our building and the times of drop off and collection are recorded. If your child does not attend due to sickness, holidays etc. they will be marked as absent by the supervisor. This ensures that you will still receive CCB and CCR entitlements. You are provided with 42 absences per year before full fees apply.

If your child is unwell, please do not send them in to avoid the spread of infection. If it is deemed by staff that your child is too unwell to stay at Playtime, the enrolling parent will be called to collect their child. If we are unable to contact you, the emergency contact will be called.

Family's terminating care

Two weeks notice must be given upon termination of your child's place at Playtime Early Learning or two weeks full fees will be charged in lieu. Child Care Benefit and Rebate entitlements cannot be paid in the last two weeks of care if you are absent, please be advised that in this instance full fees will be charged.

Parent to staff communication

We believe in the importance of relationships between staff and parents of the children in our care. Parent communication with staff about how their child is feeling, recent experiences, interests, likes and dislikes are all things that help educators develop a positive relationship with your child, gain a deeper understanding of them and therefore use this to work with them to play and learn is an extremely positive way.

Parents will be notified of any news and events by email and via our Facebook page. Our entrance will also display news and events.

We will also be using the app See Saw to communicate with you and keep you up to date on your child's achievements from their day at Playtime. By using this app we are able to take photos of your child whilst engaged in a learning experience, take photos of their work and include comments on what we post. The items that we upload are connected to your child so the only person that can see something that your child has been tagged in is you.

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You will receive automatic notifications via iOS and Android Parent apps, SMS text message, or email when new items are added, parents only get updates for their child and can only view their child's journal, parents can access journals via iOS app, Android app or on the web.

Towards the end of each school term we will have an outing where all families are invited to attend. Families will be notified of these outings by email, Facebook and on display in our entrance. We encourage parents' feedback and any ideas that we could implement in our centre. All conversations between parents and educators are confidential.

Centre fees

It is our policy that families pay a bond of two weeks and their fees one week in advance at all times (current week plus one). The parent must then continue to pay the weekly fee in advance in order to maintain a credit balance equivalent to one week of fees.

ALL payments must be made via EZIDEBIT and all families must complete an EZIDEBIT application form upon enrolment. Our service has a no cash policy.

ALL children's booked days, including absent days (holidays or illness) must be paid to retain your booking.

Full day

\$80.00

7.30am - 5.30pm

(drop off and pick up at any time)

Half day

\$40.00

AM session: 8.30am - 12.00pm

PM session: 12.30pm - 4.00pm

Public holidays

We DO NOT charge for public holidays.

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Extra days

If you require additional days other than your child's regular spot please call us and we will try to slot your child in. Fees for the extra day will be charged on that day. Please note that we are unable to swap regular days.

Policies and procedures

If you wish to read through our comprehensive policy file please speak with our Director.

Child care benefit and rebate entitlements

Understanding the Child Care Rebate

You meet the work, training, study test for Child Care Rebate if you and your partner participated in

- paid work or self-employment
- setting up a business
- training or studying
- looking for work
- voluntary work to improve your work skills

within the week. This rebate is NOT income tested and gives you 50% off of your child care fees.

Understanding the Child Care Benefit

You may also be eligible for the Child Care Benefit. This is a payment from the Australian Government that helps you with the cost of child care. You can choose to receive CCB as an annual lump sum payment or as reduced child care fees throughout the year. Child Care Benefit is assessed by the Department of Human Services <http://www.humanservices.gov.au/customer/contact-us/phone-us> and cannot be claimed unless we receive your family's Customer Reference Number (CRN) and your child's CRN on the enrolment form. Please be aware that any changes made to your rebate is done so by the Department of Human Services and **not** Playtime Early Learning.

Please be aware that if childcare entitlements have not come through on our system full fees apply, amounts will only be paid back if Centrelink pays these on your behalf.

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Toilet training

We understand that toilet training can be a tricky and time consuming period of the toddler years. We are more than happy to help with your child's toilet training and understand that consistency between the home and Playtime is key. We will work with you to assist your child developing these skills. Please ensure you communicate with staff on how you are working through this new skill with your child and we will try to do the same. We have child sized toilets and a wash basin that they will be able to access themselves to encourage independence. As accidents do happen, please provide enough spare clothes and underwear for your child. We do not have washing facilities at Playtime but we will rinse clothing out as best we can and return to you in a plastic bag.

Still in nappies?

If your child is still wearing nappies please provide enough for the time they will be spending at Playtime. We have baby wipes and nappy sacks.

Rest and sleep

Your child will be on the go at Playtime with an abundance of activities to keep them active and engaged. Along with our mat sessions where children have time to sit and enjoy stories and songs, our routine will include a rest period directly after lunch. At this time all children are gathered on the mat area, the lights are turned off and they are offered a cushion to rest on. An educator will read a soothing story and we may have some relaxing music playing to calm the room. At this time some children will fall asleep, while others will not. After 20 minutes of rest those children who do not wish to sleep will be led by another educator to work on a quiet activity.

Guiding children's behavior

As per our policy 7.0 – Interactions with children.

Best endeavours are made to build positive, respectful and equitable relationships with children that are maintained in a way that: encourages children to express themselves and their opinions; allows children to undertake experiences that develop self-reliance and self-esteem; maintains at all times the dignity and rights of all children; gives each child positive guidance; and has regard to the family and cultural values, age and physical intellectual development and abilities of each child being educated and cared for by the centre.

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1. Staff will use best endeavours to ensure the atmosphere of the service is relaxed and happy.
2. Throughout the day each child is engaged with all staff members in meaningful open interactions that support the acquisition of skills for life and learning.
3. Staff members will ensure routines such as meal times, toileting, nappy change and rest times are relaxed, unhurried and are used for positive interactions with individual children.
4. Staff will participate in and treat respectfully children's play and projects.
5. Interactions with each child are warm, responsive and build trusting relationships.
6. Children's efforts to communicate are responded to sensitively and appropriately supporting the child to feel safe, secure and confident.
7. All staff members will support each child to work with, learn from, and help others through collaborative learning opportunities.
8. All staff members will support each child to manage their own behaviour, respond appropriately to the behaviour of others and to communicate effectively to resolve conflict.
9. All staff members will respond positively and respectfully to children's comments, questions and requests for assistance.
10. The dignity and rights of every child will be maintained at all times.

Please be aware that Playtime Early Learning places utmost importance on the safety of our staff and children.

Where a child places any other child or staff member in danger or injury, the parent will be asked to seek alternative care.

Incidents such as biting, hitting, swearing and spitting are not tolerated. The Director will request a meeting with the parent to discuss the issue. If the incident occurs a second time, parents will be called immediately to collect their child. On a third occurrence the parent will be asked to seek alternative care.

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Incursions

In conjunction with our programs we will integrate relevant incursions to enhance understandings and develop a deeper interest in a topic. We believe children should be exposed to a variety of new experiences and opportunities to engage with our community.

Educational program and routine

3 Ups is our Pre Kindy program and is prepared by a qualified Early Childhood Teacher to bring your child super fun activities in language and numeracy that will prepare them for school. This program is perfectly suitable for our two years olds as well. Children develop at such different rates and in so many different areas of their being that they will take on learning experiences to suit themselves due to our open ended activities being prepared in such a way that children can get as much or as little out of it depending on how developmentally ready they are. All programs of work are developed using the Early Years Learning Framework. Each fortnight our theme will change offering new and exciting open ended learning experiences for your child. As we have as strong belief in following the child's interests, if we find that they have found an interest in something other than what has been planned, we will adapt and follow that journey instead.

More important than this are the social and personal skills they will develop, learning how to listen to others, take turns and make independent choices. A large part of their day will be making choices in our free flow learning environment but within this they will be developing their fine motor skills, problem solving skills and decision making skills without even knowing it.

It is so important to give your child the very best start to their school life. Knowing the basics before they start will set them up for kindy and hopefully make the transition to school life a positive one for everyone.

BUT ABOVE ALL.....

We want your child to have fun. When it comes down to it, our aim is for them to be happy, confident, curious little souls and we will have fun and play with them all day to encourage exactly that!

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Child portfolios

Each child at Playtime Early Learning will be provided with a scrapbook that will record their learning journey with us. Work pieces will vary but they will all be connected to an outcome from the Early Years Learning Framework. Important assessments that document your child's development, interest and experiences with us at Playtime will also be included.

No smoking and alcohol

Playtime Early Learning is a strictly NO SMOKING zone.

As per our policy 1.5

'Playtime Early Learning staff will provide an environment that is free from the use of tobacco, illegal and illicit drugs and alcohol.'

Any person intoxicated or under the influence on the premises will be asked to leave immediately.

Immunisations

Upon enrolment a copy of your child's immunisation record is required.

As per our policy 2.1

*'Children who are not immunised will be **unable** to attend Playtime Early Learning. Immunisation status is to be sighted at the time of enrolment and a copy held at the service on file.'*

Weather protection

At Playtime Early Learning we play outside all day every day. Please provide your child with an appropriate sun hat and in the summer months apply sunscreen before drop off. We will also apply sunscreen to children throughout the day as we see necessary. Please advise staff if you have a sunscreen that you prefer us to use on your child and send it in with your child's name clearly labelled. During the winter months, please provide a wet weather coat and gum boots if possible as we still play outside in the rain (Not when it is pouring though)! As we will be playing with lots of sand, mud and water all year round please send in changes of clothes in your child's bag. Please ensure all items are clearly labelled with your child's name.

Medication

If your child requires medication while in our care, a medication record must be filled in and signed by a parent. The medication must be in original packaging and accompanied by a prescription label which states who the medication is for and the dosage. Medication must be handed to a staff member and stored out of reach from children. Under no circumstances is any type of medication to be left in children's bags. Please see our Policy 2.3 for further information.



Playtime Early Learning

ENROLMENT FORM

CHILD'S DETAILS

Surname: _____ First Names: _____
Customer reference number: _____
D.O.B. _____ Sex: Male / Female (circle)
Country of Birth: _____ Language spoken: _____
Child's address: _____ Post code: _____

PARENT(S)/GUARDIAN(S) NAMES / ADDRESSES / INFORMATION

Parent / Guardian (1)

Surname: _____ First Names: _____
Relationship to child: _____ CRN # _____
Address: _____ Post code: _____
Home Telephone No: _____ Work No: _____
Mobile: _____ Occupation: _____

Email Address: _____

Place of Work/Study: _____

Work/Study Address: _____ Post Code: _____

Country of Birth: _____ D.O.B. _____

Language spoken: _____

Parent/Guardian (2)

Surname: _____ First Names: _____

Relationship to child: _____ CRN # _____

Address: _____ Post code: _____

Home Telephone No: _____ Work No: _____

Mobile: _____ Occupation: _____

Email Address: _____

Place of Work/Study: _____

Work/Study Address: _____ Post Code: _____

Country of Birth: _____ D.O.B. _____

Language spoken: _____

Is there a court order in place in regards to an enrolled child? YES / NO (circle)

Has a copy of your child's immunisation records been provided? YES / NO (circle)

Has a copy of your child's birth certificate been provided? YES / NO (circle)

ADDITIONAL PERSONS TO BE CONTACTED IN CASE OF EMERGENCY. AUTHORISED TO TAKE THE CHILD FROM THE CENTRE'S PREMISES. PERSONS MUST BE 18YRS AND OVER, IN GOOD HEALTH, EASILY CONTACTABLE, WITHIN CLOSE PROXIMITY OF THE CENTRE AND CAPABLE OF DEALING WITH EMERGENCIES. ID WILL BE REQUIRED.

EMERGENCY CONTACT 1

AUTHORISED TO TAKE THE CHILD FROM PREMISES (Other than Child's parents/guardians).

Surname: _____ First names: _____

Address: _____ Post code: _____

Home phone: _____ Work ph: _____

Mobile: _____ Work/study address: _____

Relationship to child: _____

EMERGENCY CONTACT 2

AUTHORISED TO TAKE THE CHILD FROM PREMISES (other than child's parents/guardians).

Surname: _____ First names: _____

Address: _____ Post code: _____

Home phone: _____ Work ph: _____

Mobile: _____ Work/study address: _____

Relationship to child: _____

DATE CARE TO COMMENCE: _____

Days / Times	Monday	Tuesday	Wednesday	Thursday	Friday
Drop off (approx)					
Collection (approx)					

FAMILY DOCTOR

Family doctor's name: _____

Address: _____ Post code: _____

Telephone Number/s: _____ Medicare no: _____

Private insurance no: _____

In the event of an emergency, illness or accident (when unable to contact parents/guardian or authorized person/s) I/we consent to hospital attention being sought for the child. I/we agree to pay any expenses incurred for medical treatment and transport.

Signature of parent/guardian: _____ Date: _____

Signature of Playtime Early Learning Director: _____

Date: _____

PHOTO PERMISSION:

I give permission for Playtime Early Learning staff to take photographs of my child for use in my child's scrapbook and displayed within the centre, on the Playtime Early Learning website and See Saw communication app. I am aware that photos of my child may be included in group photos and in other children's scrapbooks.

Signature of parent / guardian: _____ Date: _____

SOCIAL MEDIA PERMISSION:

I give permission for Playtime Early Learning staff to take photographs of my child for use on social media sites Instagram and Facebook.

Signature of parent/ guardian: _____ Date: _____

HEALTH OF THE CHILD:

Does your child require REGULAR MEDICAL ATTENTION: Yes / No (Circle)

If YES please provide details:

Does your child suffer from:

Allergies	Yes / No	Details
Hearing or speech problems		
Asthma or recurrent chest infections		
Diabetes		
Seizures or epilepsy		
Eczema		

Does your child have a disability? YES / NO

If YES what type of disability? _____

If YES which agency is your child registered with? _____

SPECIAL NEEDS

Does your child have a special need (eg. Dietary requirements, religious customs, requirements etc.) YES / NO

If YES please comment: _____

PARENT/GUARDIAN REGISTRATION AGREEMENT

1. We have viewed the centre and consent to enrolment of our child.
2. We acknowledge having received and read the Parent Handbook and understand any changes to such will be displayed in the centre's policies and procedures booklet available on request from the centre Director.
3. We agree to comply with all Government requirements in relation to the centre and its service.
4. We agree that in the event of an accident or injury to my child which requires medical care, Playtime Early Learning will attempt to contact us. In the event of an emergency where we are not contactable we authorize Playtime Early Learning to arrange an Ambulance to transport our child to hospital and agree to pay any expenses incurred.
5. We agree to pay the weekly fee on the due date as determined by Playtime Early Learning with the first two weeks payable in advance on enrolment.
6. We are aware that it is our responsibility to maintain a current Family Assistance Office income Assessment notice for Child Care Benefit purposes.
7. We understand that to have access to Child Care Benefit we need to meet all current Child Care Benefit requirements.
8. In the event that we overlook to sign our child in on drop off we authorise staff at Playtime Early Learning to sign in on our behalf for normal attendances, absent days and holidays.
9. We are aware that fourteen (14) days paid notice in writing of cancellation of care or reduction of days must be given in advance, otherwise full fees apply
10. We are aware that Playtime Early Learning closes for Public holidays and weekends.
11. We are aware that fees are payable for days even in the event of holidays or illness and are not transferable.
12. We understand that late fees apply if a child is collected after 5.30pm SHARP closing time.
13. We are aware that any failure to pay fees within 7 days may result in cancellation or care at Playtime Early Learning.
14. Fees may be adjusted with due notice given to parents but will not occur more than twice per year.
15. We are aware that the child will be excluded from care at Playtime Early Learning if he/she is unwell or has contracted a contagious disease or condition.
16. We give/do not give permission for the child to receive individual observation by students on accredited programs at Playtime Early Learning.
17. We agree to provide Playtime Early Learning with all information regarding the health of the child.
18. We are aware that if we fail to inform correct information as required by Playtime Early Learning, the centre will be able to terminate its services forthwith.
19. We are aware that Playtime Early Learning may occasionally have visitors and/or volunteers, with the centre's appropriate supervision.

I/We have read this agreement, and received relevant information about the service offered by this centre.

I/We are aware that the person/s nominated here as parent/guardian are the authorized parties to enroll, cancel enrolment, pay fees, release and have Playtime Early Learning release the child to.

We agree to abide by the conditions of use of Playtime Early Learning and this agreement.

PARENT/GUARDIAN (print name): _____

SIGNATURE: _____ DATE: _____

WITNESS PRINT NAME: _____

WITNESS SIGNATURE: _____ DATE: _____

SIGNATURE FOR AND ON BEHALF OF PLAYTIME EARLY LEARNING _____

DATE: _____



ACN 096 902 813 | AFSL 315388

DDR SERVICE AGREEMENT (Ver 1.7)

DDR Service Agreement (Ver 1.7)

I/We hereby authorise Ezidebit Pty Ltd ACN 096 902 813 (Direct Debit User ID number 165969, 303909, 301203, 234040, 234072, 428198) (herein referred to as "Ezidebit") to make periodic debits on behalf of the "Business" as indicated on the attached Direct Debit Request (herein referred to as "the Business").

I/We acknowledge that Ezidebit is acting as a Direct Debit Agent for the Business and that Ezidebit does not provide any goods or services (other than the direct debit collection services to me/us for the Business pursuant to the Direct Debit Request and this DDR Service Agreement) 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 and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

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 I/we will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution. Accordingly, I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that Ezidebit will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

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

- (1) there is a public or bank holiday on the day of the debit, or any day after the debit date;
 - (2) a payment request is received by Ezidebit on a day that is not a banking business day in Queensland;
 - (3) a payment request is received after normal Ezidebit cut off times, being 3:00pm Queensland time, Monday to Friday.
- Any payments that fall due on any of the above will be processed on the next business day.

I/We authorise Ezidebit to vary the amount of the payments from time to time as may be agreed by me/us and the Business as provided for within my/our agreement with the Business. I/We authorise Ezidebit to vary the amount of the payments upon receiving instructions from the Business of the agreed variations. I/We do not require Ezidebit to notify me/us of such variations to the debit amount.

I/We acknowledge that Ezidebit is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

I/We acknowledge that I/we will contact the Business if I/we wish to alter or defer any of the debit arrangements.

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 Ezidebit. 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 by me/us to Ezidebit. I/We will also be responsible for any fees and charges applied by my/our financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by Ezidebit.

I/We authorise Ezidebit to attempt to re-process any unsuccessful payments as advised by the Business.

I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to Ezidebit and subject to my/our agreement with the Business agree to pay those fees and charges to Ezidebit.

Credit Card Payments

I/We acknowledge that "Ezidebit" will appear as the merchant for all payments from my/our credit card. I/We acknowledge and agree that Ezidebit 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 Ezidebit is acting only as a Direct Debit Agent for the Business.

I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request.

I/We appoint Ezidebit as my/our exclusive agent with regard to the control, management and protection of my/our personal information (relating to the Business and contained in this DDR Service Agreement). I/We irrevocably authorise Ezidebit to take all necessary action (which Ezidebit deems necessary) to protect and/or correct, if required, my/our personal information, including (but not limited to) correcting account numbers and providing such information to relevant third parties and otherwise disclosing or allowing access to my/our personal information to third parties in accordance with the Ezidebit Privacy Policy.

Other than as provided in this Agreement or the Ezidebit Privacy Policy, Ezidebit will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, to be referred to a debt collection agency for the purposes of debt collection or as otherwise required or permitted by law. Ezidebit's Privacy Policy can be found at <http://www.ezidebit.com/au/privacy-policy/>

I/We hereby irrevocably authorise, direct and instruct any third party who holds/stores my/our personal information (relating to the Business and contained in this DDR Service Agreement) to release and provide such information to Ezidebit on my/our written request.

I/We authorise:

- a) Ezidebit to verify and/or correct, if necessary, details of my/our account with my/our financial institution; and
- b) my/our financial institution to release information allowing Ezidebit to verify my/our account details.

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