

1. A staff member must be notified of the arrival and departure of a child at the Centre. All children are to be signed in and out by an authorised person. I understand that my child will only be allowed to leave the Centre with an authorised person over the age of 16.
 2. All children must be collected from the Centre by the Centre's closing time at 6pm. Due to staffing requirements; late fees apply to the collection of children after this time. A late fee of \$1.00 per minute will be charged every minute after closing time. This must be paid in cash to the educator on the day. Lack of notification of a child NOT attending will incur a \$5 administration fee. I understand the necessity to notify the Centre if I am going to be late and if my child is unable to attend on that day.
 3. Before and After School Care fees, permanent and casual, are due 1 week in advance upon enrolment. Two weeks written notice is required to cancel any BSC or ASC booking. All Vacation Care fees are to be paid two weeks in advance and two weeks written notice is required to cancel any VAC booking. Payment must be received before your child/ren attends. If a Vacation Care payment declines care will be suspended until full payment is received. Note, all attendances/ absences not confirmed by Parent/Guardian will be charged the full fee.
 4. Child Care Benefit is available but until YMCA receives notification from the Family Assistance Office (FAO), the Parent/Guardian will be responsible for entire fee. Child Care Benefit is the Parent/Guardian's responsibility to maintain and the Centre will only apply the assistance from the notified date from FAO. CCB and CCR is not payable for any absences occurring at the start or end of care.
 5. Payment in advance secures your childcare placement therefore payment is required whether your child attends or not. This includes payment for sick days, public holidays and holidays. Fees are not payable when the Centre is closed over the Christmas/New Year period.
 6. I give permission for my child to be transported to and/or from school/excursions if applicable. When no bus/van is available, I give permission for my child to be transported by staff members in YMCA vehicles.
 7. Any child suffering from an illness, which may, in any way be transferred to other children or staff, shall not be accepted into our care. Once such illness is diagnosed the parent/guardian shall be contacted and requested to resume responsibility for that child. Such illnesses may be (but not limited to) head lice, measles, chicken pox, mumps, cold sores, impetigo and conjunctivitis. The child/ren will be accepted back into the Centre upon provision of a clearance certificate from a medical practitioner. Fees are still payable for this period. A Doctor's Certificate however may be submitted for a child experiencing an extended illness.
 8. Authorisation is given for medical attention to be sought for the child if required in an emergency. All medical and emergency transport expenses will be the responsibility of the parent/guardian should this be necessary.
 9. No prescribed medication will be given to children unless it is in the original packaging and with the written authority of the parent. No medication is to be left in child's bag or to be self-administered. Non-Prescription medication will only be administered when a letter signed by a Medical Practitioner is supplied.
 10. I understand that NO TOYS OR IMPORTANT ITEMS SUCH AS MOBILE PHONES, MP3 PLAYERS, GAME BOYS ETC are to be brought to the Centre. YMCA does not accept responsibility for lost or damaged items.
 11. Any changes of my child's details, i.e. address, telephone number or any details that appear on the enrolment form must be updated in the child's enrolment form through My Family Lounge.
 12. YMCA reserves the right to implement the Guiding Children's Behaviour Policy as necessary including the right to suspend or expel a child from any YMCA Program that is deemed inappropriate. A copy of this policy is available upon request.
 13. YMCA commits to the following in regards to your privacy. We commit to: retaining your information in a secure environment and will only provide essential information to our agents or service providers for the purpose of conducting our business or services with you; binding all staff, agents and service providers to our confidentiality agreements and our Privacy Policies; not sharing or selling your information to any third party for marketing purposes and not releasing information unless required by law to do so; providing you with a copy of our Policy Document if you require it; explaining the reasons for collecting information, how we use it, and the consequences of not having the information required. Identifiable and non-identifiable information is collected to:
 - enable staff to provide the most effective service (identifiable information).
 - aggregate into reports about the quality and impact of the service overall (non-identifiable information).
 - improve the overall quality of the service (identifiable and non-identifiable information).
- Non-identifiable information may be aggregated and featured in reports that may be seen by:
- Service families and other stakeholders
 - Other YMCA Associations and YMCA National Office
 - Organisations which partner, or may potentially partner, with YMCA WA
15. Please bear in mind the YMCA policy of payment in advance to avoid any overdue or debt collection fees. Copies of these policies are available for your records upon request.
 16. Please note that an Esidebit agreement (online payment form) is the only form of payment accepted at YMCA Services. Your billing schedule can be arranged with the Centre supervisor. Dishonoured payments will incur a \$25 administration fee and any fees charged by your bank. Please be aware that one dishonoured payment will result in care being automatically cancelled until full payment has been received.
 17. I am aware that YMCA WA has a responsibility to ensure that any incidents of suspected child maltreatment will be handled with respect and will be dealt promptly and appropriately. Any allegation or disclosure of abuse, neglect or assault, including sexual assault, of an enrolled child will be reported to the Department of Child Protection.
 18. YMCA WA OSHC services operate under a single staffing model when less than 10 children are enrolled, for further information and to find out whether your service operates under this model please speak to your service supervisor.