

Our Part and Your Part

“For the pre-school time of their lives”

The following information constitutes part of our Enrolment Agreement. Please read this agreement carefully and discuss anything that is not clear with the Centre Director. It is important that we understand your aspirations and expectations, and that you understand our service so that we can be most effective in meeting your needs and those of your child.

Our Care and Education Program

So that your child is encouraged to develop to their full potential, there will be participation in a well-planned program in which growing, sharing and learning experiences are incorporated into all activities of the day. Typically, the daily program will include a balance of directed activities and self-initiated discovery. Early Childhood Teachers will be with your child to support learning and growth. We encourage parent/whānau interest and participation in your child's day. Feel free to visit often and stay if you wish.

Hours

Most commonly, centre hours are between 7.30am to 5.30pm, Monday to Friday. Centre hours vary marginally, depending on local community needs. We are open throughout the year, except for weekends and statutory holidays. If you are going to be late picking up your child, please advise us by telephone. A late fee will be charged.

Emergency Contact Details

We require the name, address and telephone number of a relative or friend who can be contacted in case of an emergency, when the parent cannot be contacted. We strongly recommend that your emergency contacts live or work in fairly close proximity to the centre, to ensure they are able to get to the centre promptly, in an emergency. It is the responsibility of the parent/guardian to inform Kindercare of any change to emergency contact names, addresses and phone numbers.

Health

Owing to the risk of infection, we are unable to take care of sick tamariki. Your child must stay at home if they display any of the following symptoms:

- A high temperature
- An unidentified rash
- Inflamed throat or eyes
- An upset stomach or diarrhoea

If your child is unable to attend, please notify the centre by 8.30am. If your child has a communicable disease, they will be excluded from the centre and a doctor's release statement must be presented before they can return to the centre. We expect our employees to abide by these same health policies. Any accidents or incidents that occur during the day will be recorded and parents/guardians are required to sign the record when picking up your child. If a child becomes ill during the course of the day, you will be notified and the child will be isolated from the other tamariki until taken home. A sick child will be taken out of their room and placed in a cot or bed in the office, where an employee will care for them, until the child is taken home. Parents/guardians accept and agree that their child cannot attend Kindercare when ill or suffering from an infectious condition that can be communicated to others, and that they will notify the centre immediately concerning such a condition.

In the event of a physical accident or illness, Kindercare will respond appropriately, acting in the best interests of the child. Medical and transport expenses, and costs for an employee's time away from the centre may be the responsibility of the parent.

Routine visits to the doctor or dentist are the responsibility of parents/whānau. A photocopy of your child's immunisation records should be attached to your application form, and it is the responsibility of parents/guardians to provide regular updates for our record.

Discipline

Harsh or threatening language and methods of discipline are not permitted at Kindercare. Our employees are selected for their ability to relate to tamariki and are trained to deal with behaviour in a positive but firm manner.

Clothing and Cleanliness

Please name all your child's clothing and ensure it is washable, comfortable and appropriate for indoor and outdoor weather. Each child must have a daily change of clothing at Kindercare, for use in emergencies. Tamariki should arrive clean and babies should have had a fresh change prior to arrival.

If a child arrives at the centre in clothing deemed to be inappropriate or offensive, Kindercare reserves the right to change your child's clothing. In summer, tamariki are required to wear a hat outdoors and use sunblock (provided by Kindercare).

Food

Sending lollies, or food with your child, as "snacks" is discouraged as it tends to reduce interest in a wholesome midday meal. Kindercare serves nutritious vegetarian meals and healthy morning and afternoon snacks. Food exceptions cannot be made for individual tamariki, except in the case of allergies. Tamariki participate in giving thanks (grace) for their meals. For further reading, a copy of Reducing Food-Related Choking for Babies and Young Children at Early Learning Services information from the Ministry of Health, is on our website, under Parent Resources.

Things from Home

While we understand the comfort a favourite toy brings during transition into a new environment, Kindercare assumes no responsibility for loss or damage to personal toys brought into the centre. We ask you to help your child understand that if they do not wish to share their precious toys with other tamariki, it is unwise to bring them into Kindercare.

Supervision

Parents and whānau must be absolutely vigilant in supervising your child between the car/carpark and the entrance to the centre. Parents/whānau are expected to bring your child into the building and ensure that they are under the supervision of a Kindercare employee before leaving the premises. We do not accept responsibility for tamariki "dropped off" at the gate. The only exception to this is under emergency circumstances, or when Kindercare is legally mandated to do so, in the interests of health and safety. To ensure the safety of all tamariki, no child is allowed to open the gates or electronic front doors. This is strictly ADULTS ONLY.

Rest

Tamariki will have the opportunity of a nap in an assigned cot/bed. Depending upon their needs, tamariki are expected to rest quietly and then engage in quiet activities, allowing those who need to sleep the opportunity to do so. As we provide centre-based care, not all philosophies and practices around sleep/rest are aligned with the early childhood setting, or our commitment to Best Practice. To ensure optimal outcomes for each child, while they are in our care, our team are not able to accommodate those requests and requirements that do not support our commitment to Best Practice.

Holidays

The centre will be closed on statutory holidays. Closure at any other time (except in the case of emergency closures) will be advised well beforehand to all parents and whānau. We close at 3.00pm on the last working day prior to Christmas Day and New Year's Day.

Civil Defence or Centre-based Emergency Policy

In the event of any emergency, whether it be centre-based, local or a Civil Defence emergency, Kindercare will act in the best interests of tamariki, to ensure their safety. Centre employees are fully briefed on procedures to follow in the event of an emergency of any scale and have the necessary resources to protect and care for tamariki.

Parents/Guardians will be notified as soon as possible about the nature of the emergency and Kindercare's decision on how best to care for tamariki, which may include relocating them to an alternative venue.

The Ministry recommends keeping a record of identity verification documents that have been sighted, but not retaining copies of identity verification documents, which if received, should be securely destroyed once verified.

Parents/Guardians

1. First Name:	2. First Name:
Surname/Family Name:	Surname/Family Name:
Relationship to child:	Relationship to child:
Address:	Address:
Post code:	Post code:
Occupation:	Occupation:
Phone (home):	Phone (home):
Phone (work):	Phone (work):
Phone (mobile):	Phone (mobile):
Email:	Email:
3. First Name:	4. First Name:
Surname/Family Name:	Surname/Family Name:
Relationship to child:	Relationship to child:
Address:	Address:
Post code:	Post code:
Occupation:	Occupation:
Phone (home):	Phone (home):
Phone (work):	Phone (work):
Phone (mobile):	Phone (mobile):
Email:	Email:

Additional Emergency Contacts (also able to pick up child):

First Name:	First Name:
Surname/Family Name:	Surname/Family Name:
Relationship to child:	Relationship to child:
Address:	Address:
Post code:	Post code:
Phone (home):	Phone (home):
Phone (work):	Phone (work):
Phone (mobile):	Phone (mobile):
Email:	Email:

In providing the above contact details, I authorise Kindercare to use these details to communicate with the listed contacts.

Custodial Statement

Are there any custodial arrangements concerning your child? Yes No

If **YES**, please give details of any custodial arrangements, court, parenting, or trespass orders along with a photo of who cannot have access to your child (we require a copy of any court order etc. to be kept on file).

You are responsible for informing Kindercare of any custodial arrangements entered into subsequent to signing this agreement.

Person/s who cannot pick up your child:

Name:

Name:

Name:

Name:

Health

Does your child suffer from any illness/allergies? Yes No

Details:

Is your child up to date with immunisations? Yes No
(Please provide verification of all immunisations)

FOR STAFF: Immunisations record sighted and details recorded? Yes No

Child's Doctor

Name:

Phone:

Name of Medical Centre:

Does your child have any distinctive birth marks? Yes No

Detail/Photos:

Medicine

Non-prescription preparation (such as arnica cream, antiseptic liquid, insect bite treatment) that is not ingested, is used for the "First Aid" treatment of minor injuries and provided by the service.

Do you consent to the use of these medicines on your child? Yes No

Names of specific medicines that can be used on my child and are provided by Kindercare:

- Arnica
- Calendula cream
- Sudocream
- Savlon antiseptic cream
- Insect repellent
- SPF30+ Broad-spectrum Sunscreen

Parent/Guardian Signature: _____ Date: ___ / ___ / ___

Category (i) Medicines

Definition: Category (i) medicines are prescription (such as antibiotics, eye/ear drops etc.) or non-prescription (such as paracetamol liquid, cough syrup etc.) medicine that is:

- issued for a specific period of time to treat a specific condition or symptom and
- provided by a parent for the use of that child only or, in relation to rongoā Māori (Māori plant medicines), that is prepared by other adults at the service.

I acknowledge that written authority from a parent/guardian is to be given at the beginning of each day a category (i) medicine is to be administered, detailing what (name of medicine), how (method and dose), and when (time or specific symptoms/circumstances) medicine is to be given.

Parent/Guardian Signature: _____ Date: ___ / ___ / ___

Category (ii) Medicines

Definition: A prescription (such as asthma inhalers, epilepsy medication and so on) or non-prescription (such as antihistamine syrup, lanolin cream and so on) medicine that is:

- used for the ongoing treatment of a pre-diagnosed condition (such as asthma, epilepsy, allergic reaction, diabetes, eczema and so on), and
- provided by a parent for the use of that child only.

If your child requires Category (ii) Medicines, complete the Chronic Medication form. Please ask the centre for this form. Medicine labels and related information must be provided in English.

Does your child have an individual health plan? Yes No

Individual Health Plan completed and signed: Yes No

Name of medicine:

Method and dose of medicine:

When does the medicine need to be taken: (State time or specific symptoms)

You are responsible for informing Kindercare of any changes to medication for this category and update the Individual Health Plan accordingly, if this occurs subsequent to the signing of this agreement.

Parent/Guardian Signature: _____ Date: ___ / ___ / ___

Enrolment Details

Date of enrolment: ___/___/___	Date of entry: ___/___/___	Date of exit: ___/___/___				
Please Note: 20 Hours ECE is for up to six hours per day , up to 20 hours per week and there must be no compulsory fees for the hours a child is receiving 20 Hours ECE funding.						
Days Enrolled:	Monday	Tuesday	Wednesday	Thursday	Friday	
Times Enrolled:						Total no. of hours:
<i>For 20 Hours ECE, fill out boxes below with hours attested e.g. 6 hours</i>						
20 Hours ECE at Kindercare						Total no. of hours:
20 Hours ECE at another service						Total no. of hours:
Parent / Guardian Signature: _____						Date: ___/___/___

20 Hours ECE Attestation	
Is your child receiving 20 Hours ECE for up to six hours per day, 20 hours per week at this service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is your child receiving 20 Hours ECE at any other services?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>If YES to either or both of the above, please sign to confirm that:</p> <ul style="list-style-type: none"> Your child does not receive more than 20 hours of 20 Hours ECE per week, across all services. You authorise the Ministry of Education to make enquiries regarding the information provided in the Enrolment Agreement Form, if deemed necessary and to the extent necessary to make decisions about your child's eligibility for 20 Hours ECE You consent to Kindercare providing relevant information to the Ministry of Education, and to other early childhood education services your child is enrolled at, about the information contained in this box. 	
Parent/Guardian Signature: _____ Date: ___/___/___	

Dual Enrolment Declaration	
<p>I hereby declare that my child is / is not enrolled at another early childhood institution at the same times that he/she is enrolled at Kindercare Learning Centres.</p>	
Parent/Guardian Signature: _____ Date: ___/___/___	

Optional Charges

Are **not** applicable for: Pupuke Early Education Centre

Are applicable for:

(if applicable please complete the information below)

1. The optional charge is for staffing above minimum ratios and is \$ _____ per session.
2. I understand that if I agree to pay for the optional charge, Kindercare Learning Centres may enforce payment.
3. The agreement to pay the optional charge will last for the term of the enrolment.
4. Kindercare requires two weeks' notice if any changes are made to the agreement.
5. I understand that the optional charge is not compulsory and if I choose not to pay there will be no penalty.
6. I **agree / do not agree** to pay the optional charge for the activities / items specified in this enrolment agreement form.

Parent/Guardian Signature: _____

Date: ___ / ___ / ___

Statutory Holidays / Term Breaks

Kindercare will be closed on statutory holidays. This enrolment agreement is inclusive of school term breaks.

Additional Information

Excursions

Special Excursions

Parents/Guardians will be informed in writing, in advance of any special excursions. This will include relevant details such as dates, destination, costs, staff/child ratios as well as a form for signed parental consent.

Regular Excursions

I give permission for my child to participate in regular excursions and walking trips. I understand that this means they will leave their Kindercare Centre during the day, accompanied by Kindercare employees. The appropriate ratio for regular excursions and walking trips as per Kindercare's trip policy will be maintained at all times. The centre will share the Risk Assessment for the walking trip with parents and whānau prior to the trip.

Parent/Guardian Signature: _____

Date: ___ / ___ / ___

Tamariki with Specific/Diverse Needs:

Kindercare is responsible for ensuring that we provide a safe, inclusive environment for all tamariki enrolled in our centres, while ensuring our team have clarity about assessing, enrolling, transitioning, and supporting the ongoing enrolment of any child with diverse or specific needs.

If at the time of enrolment, or any time subsequent to confirming enrolment, having engaged and consulted with family/whānau, exhausted all reasonable funding avenues, strategies, consultation with the Ministry of Education, and wrap-around support services, the behaviour of a child with diverse and/or specific needs remains disruptive, defiant and/or aggressive, a meeting will be arranged with parents and whānau, to discuss the reasons why we can no longer safely care for your child in our centre. Unless circumstances are exceptional and a safety issue, Kindercare will give **two weeks' notice** in writing of the cessation of enrolment.

For further information, refer to our *Children with Diverse Needs Policy*, available on our website.

Parent/Guardian Signature: _____

Date: ___ / ___ / ___

Fees

Registration

A registration fee and one week's fees are payable at the time of enrolment to confirm and secure your child's place. The registration fee is a once only payment, is not refundable and it is not applied to tuition. If you no longer wish a place to be held for your child, your first week's fee will be refunded if you notify the centre at least **two weeks** before the commencement of your enrolment.

Payment of Fees

Along with government funding*, parent/guardian fees cover the cost of the services provided by Kindercare. This includes the provision of teaching employees, educational resources, food, facilities, as well as other operating expenses.

Fees charged are only for hours outside of the government's 20 hours ECE program.

All fees are **payable in advance** of the week of your child's planned attendance (i.e. Friday morning payments should be covering fees for the coming week).

We are unable to extend credit to our customers. Under our current Debt Policy, when fees are in arrears, your child's place in the centre may no longer be made available to them, and the debt will be referred to a debt collection agency, unless a prior arrangement is made with management.

Any overdue fees will incur an interest charge of 2% per calendar month (or part thereof), which will be added to the amount outstanding until paid in full. Any expenses, costs or disbursements incurred by Kindercare in recovering any outstanding amounts owed, including debt collection, legal and court costs, will be payable by you.

Because our program and licensing regulations require us to engage employees based on the number of tamariki enrolled, we cannot give fee refunds for periods your child is absent or deductions for statutory holidays.

A late fee will be payable for each 15 minutes, or part thereof, that your child is picked up after their scheduled departure time. Any time your child is taken off the enrolment list, the place may be filled by someone on the waiting list. Should you wish to re-enrol, your child may be placed at the end of the waiting list, and a further registration fee will be payable.

It is our policy to review fees regularly and you agree to pay these as they may be amended from time to time.

At least **two weeks' notice** is required **before withdrawing your child** from the centre. If you do not give the required notice, you will still remain liable for fees for that period.

** Details of the expenditure of any Ministry of Education funding received by Kindercare is available to parents by request.*

Parent/Guardian Signature: _____

Date: ___ / ___ / ___

Policy Statement

I acknowledge that I have received a copy of Kindercare's Parent Guide, available on our website, and noted the information.

I understand that Kindercare has written policies that set out the procedures in place for the care and education of my child. I know that I can view these policies at any time online at kindercare.co.nz and send in feedback on these policies. In signing this enrolment agreement, I agree to abide by Kindercare's policies. I understand that Kindercare has the right to amend, clarify, add to or delete terms, conditions or policies. Where these directly affect tamariki or parents/guardians, advice will be given via our parent message board online, newsletters, the Kindercare website, or by posting advice on the centre or room noticeboard.

I acknowledge and accept that Kindercare reserves the right to enrol any child in accordance with their Enrolment Agreement and availability in their centres, and that Kindercare reserves the right to terminate any child's enrolment at its discretion in line with their policies.

Disruptive, defiant and/or aggressive behaviour towards other tamariki, or our team, is not tolerated in our centre. We will notify you if your child's behaviour is detrimental to others, and the centre will work in partnership with you to put a mutually agreed plan in place to address the behaviour. However, responsibility for your child's behaviour ultimately rests with parents/guardians. Therefore, if after we have exhausted all reasonable funding avenues, strategies, efforts to engage with you and with wrap-around support service, consultation with the Ministry of Education, your child's behaviour remains disruptive, defiant and/or aggressive, a meeting will be arranged with parents and whānau, to

discuss the reasons why we can no longer safely care for your child in our centre. Unless circumstances are exceptional and a safety issue, Kindercare will give **two weeks' notice** in writing of the cessation of enrolment.

Parent/Guardian Signature: _____

Date: ___ / ___ / ___

Consent to Use of Images

Assessment, Planning and Evaluation (Required for Licensing)

By enrolling my child at Kindercare, I understand and agree that my child's image and voice:

- Will be used for the purposes of observation, assessment, planning, reflections, wall displays, and on an online portfolio, for sharing and recording my child's learning and development journey. (This information may be shared with the Ministry of Education and the Education Review Office)
- May be used for internal training purposes and Kindercare's team professional development.
- May be used in photos and videos taken of other tamariki attending Kindercare, for their online portfolios, in which my child may or may not be the primary focus of the photo/video.

Parent/Guardian Signature: _____

Date: ___ / ___ / ___

Communications and Promotional Material

I understand that telling stories is how Kindercare lets others know about them, through photos and videos for communication and promotional purposes. I understand that my child will soon become a part of the Kindercare family and therefore a part of their story.

I consent to my child being featured in some of this content, though they may not always be the primary focus. This content will then be used in various print and digital spaces including but not limited to Kindercare's newsletters, website, blog and social media.

Specific permission will further be sought for my child's image to be used for larger advertising purposes like outdoor and radio advertising, newsprint, or magazines if my child is the primary focus of the image.

I am also aware that my child may be in photos/videos taken by other parents/families/whānau at centre events e.g. Christmas party. I agree to abide by Kindercare's Photography and Video Policy and associated guidelines.

Parent/Guardian Signature: _____

Date: ___ / ___ / ___

Child Portfolio Service: Educa

As the parent/guardian, I give permission for Kindercare to collect, use, upload and display my child's information, in accordance with the Privacy Policy set out on portfolio service's website.

Tick here if your child has an existing **Educa** portfolio with another ECE centre that you would like to bring across to Kindercare. Name of previous ECE Service: _____

Parent/Guardian Signature: _____

Date: ___ / ___ / ___

Marketing

I learnt about Kindercare from:

- Kindercare website Kindercare flyer Another Kindercare Centre Signage Employee
- Word of mouth Previously enrolled child Web search Social media Parent magazine
- Radio Other

Declarations

Parent/Guardian Declaration

I declare that I have read, understood and accept the information in Kindercare's Enrolment Agreement. I declare that all the above information I have provided is true and correct to the best of my knowledge.

Parent/Guardian Signature: _____

Date: __/__/__

Kindercare's Declaration

On behalf of Kindercare, I declare that this form has been checked and all relevant sections have been completed.

Kindercare Representative Signature: _____

Date: __/__/__

Enrolment Agreement Addendum

**Only complete if applicable*

We acknowledge that your whānau is unique, which is why the more we know about you, the better we are able to understand your needs, and keep your child safe, loved and supported in our care. Your answers to the following questions provide us with important information about you, your child, and your family. Thank you for the trust you place in us in sharing this information.

1. Please select any of the following agencies that are currently working with/supporting your whānau:

- Oranga Tamariki
- Te Whatu Ora
- Ministry of Education
- Ministry of Health
- De Paul House
- Barnardos
- Other

2. Are there currently any custodial or other court orders in place (or pending orders) that impact you and/or your child? Please provide a copy of any court orders in place for keeping at the centre. Enter details where relevant below:

<p>Protection orders:</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Parenting orders:</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>Tresspass orders:</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Other:</p> <p>_____</p> <p>_____</p> <p>_____</p>

3. Please provide the name and a photo of any person/s who may **not pick up** your child or be granted access to your child, while in the care of our Kindercare centre.

Name: _____

Name: _____

Name: _____

Name: _____

4. Are there any other support systems in place for you and your whānau? Yes No

If **yes**, please provide details: _____

5. Is there any other information you would like to share that Kindercare should be aware of to ensure a safe environment for your family, and all other tamariki and families at our centre?

6. You are responsible for informing Kindercare of any custodial orders or changes to custodial orders if entered into subsequent to signing this Enrolment Agreement.

Signature of Parent/Guardian

Name of Parent/Guardian

Date