



TERMS & CONDITIONS

1. Agreement with Service Provider

I understand that I am entering into an agreement with **Maitland Family Day Care**, trading as **Five Star Family Day Care NSW**, as the service provider. I agree to abide by the fees, charges, and conditions outlined in the **Fee Payment Schedule Fact Sheet** (located in the enrolment form). I also acknowledge that individual educators may have variations to these fees, which will be provided to me. Five Star Family Day Care NSW operates under a deregulated system, and each Educator sets their own fees as per the **Fees Management Policy**.

2. Fee Payment

I agree that payment of the **parent gap fee** must be made directly to Five Star Family Day Care via **Electronic Funds Transfer (EFT)**. The fees will be collected using the **Direct Debit Service (Redpay)**, and associated fees may apply.

3. Administration Levy

I agree to pay the administration levy to Five Star Family Day Care, as detailed in the **Fee Payment Schedule Fact Sheet**.

4. Sign-In/Sign-Out Requirements

I understand that I must sign my child **in and out** at the actual time they are delivered and collected from care. This is a regulatory requirement. A system-generated random PIN will be sent to my email and any other authorised contacts listed in the enrolment form for sign-in and sign-out purposes.

5. Infectious Disease

If my child contracts an infectious disease, I will not send them to care until the exclusion period recommended by the Health Department has passed. I acknowledge that I am still responsible for paying any outstanding fees.

6. Health and Medication Updates

I agree to notify both the Scheme office and my Educator of any changes in prescribed medication or health conditions that require a specific health management plan (e.g., Asthma, Anaphylaxis, Allergies, Diabetes, etc.)

7. Educator Absence

If my Educator is unable to provide care, I will work with the Educator or Scheme office to find a satisfactory solution (e.g., relief care with another Educator).

8. Immunisation Documentation

I agree to provide a copy of my child's immunisation documentation upon registration and an updated copy whenever my child receives new immunisations. I understand that I can obtain a copy of the immunisation history statement from the methods listed on the cover sheet.

9. Playgroups and Outings

I agree to provide the necessary funds for my child to attend playgroups or any special outings organised by Five Star Family Day Care NSW and approved by me.

10. Emergency Medical Treatment

In the event of an accident or emergency requiring immediate medical, dental, or hospital treatment, I give permission for the Educator to arrange treatment, including seeing a doctor, dentist, or being transported to a medical facility. I agree to cover all associated costs.

11. Emergency Care Arrangement

If the Educator is unable to care for my child due to an emergency, I authorise Five Star Family Day Care NSW staff to arrange suitable alternate care. If necessary, my child may be transferred to another care provider, including a Five Star Family Day Care NSW co-ordinator. Every effort will be made to contact me and any authorised persons before this occurs.

12. Standard of Care

I acknowledge that the Educator will take all reasonable and necessary steps to ensure an adequate standard of care for my child. However, I understand that accidental injury or illness may occur, despite the Educator's best efforts.

13. Priority of Access

I understand that Family Day Care placements operate according to the **Dept. of Education's Priority of Access Guidelines**. I may be asked to vacate my position for a family with higher priority.

14. CCS and Tax Benefits

I understand that to claim **Child Care Subsidy (CCS)** or tax benefits, I must apply for **Customer Reference Numbers (CRN)** and be assessed for CCS eligibility.

15. Failure to Apply for CCS

I understand that failure to apply for CCS or to be assessed for CCS eligibility will result in ineligibility to claim CCS or any related tax benefits and FULL FEES apply.

16. Information from Scheme

I acknowledge that I will receive regular updates from the Scheme, including usage statements, newsletters, surveys, and any information regarding regulatory or administrative changes.