



Our Lady of the Sacred Heart Catholic College

Out of School Hours Care (OSHC)
and Vacation Care



Application Form

Phone: (08) 8950 8611 or 8950 8618 Email: as.earlyyears@nt.catholic.edu.au

www.olshalice.catholic.edu.au CRICOS Provider 02598D

JUSTICE | LOVE | PEACE



HOW TO APPLY FOR ENROLMENT *(editable page)*

Thank you for your interest in enrolling your child at

Our Lady of the Sacred Heart Catholic College
Outside School Hours Care (OSHC) & Holiday Care

Completing an application is one of the first steps in the enrolment process.

Should you need help completing the application please seek assistance directly from us.

The enrolment process has a number of stages:

- Complete and submit this application for enrolment;
- Your application will be processed by the Early Learning Centre;
- You will be invited to an interview where all documentation is required to be presented and verified. At this interview you will be provided with an overview of what the Outside School Hours Care & Vacation Care can provide. At the interview the centre's expectations of parents and students are also discussed;
- You will be contacted by the Early Learning Centre regarding the status of your application;
- If accepted, you may then be offered a place or a position on a waiting list;
- You will be required to sign a Student Enrolment Agreement, accepting the terms and conditions of the College by the date indicated in the Letter of Offer; and,
- If you accept and make payment, it is at this point only that enrolment is confirmed.

Copies of the following documents must be included with this application for enrolment.

Documentation – All Student Applications (* Originals will need to be provided/sighted during the enrolment process)

- | |
|--|
| <input type="checkbox"/> Birth Certificate * |
| <input type="checkbox"/> Passport, visa, citizenship documentation (if applicable)* |
| <input type="checkbox"/> Immunisation History Statement |
| <input type="checkbox"/> Current Family Court Orders (if applicable)* |
| <input type="checkbox"/> Relevant medical and/or additional needs information (if applicable) |
| <input type="checkbox"/> Reports of assessments for speech, hearing, cognitive or occupational therapy (if applicable) |
| <input type="checkbox"/> Completed Direct Debit Form |



Our Lady of the Sacred Heart Catholic College
PO Box 2508 | Alice Springs NT 0871

Child's
Name

ENROLMENT APPLICATION FORM

ENROLMENT APPLICATION FORM

The College requires the information sought on this form for its own purposes and to answer questions from various Government and Educational Authorities.

Please remember your original birth certificate (must be sighted) along with a Passport and Visa for children who are not Australian Citizens

Child details

Surname

First Name

Middle Name

Preferred First Name

Gender

☐

Male

☐

Female

☐

No Comment

Date of Birth

Residential Address

Suburb

Postcode

Preferred Start Date (eg 2024)

Child's CRN

Current ELC/Pre-school/School
Child is Attending

Current
Year Level

Does the child speak a language other than English at home? ☐ Yes ☐ No

If so please, specify the one that is spoken most often

Religion

Preferred Sessions Your Child Will Attend

School Term Session Times: 2:50pm - 5:30pm

☐

Holiday Care Session Times: 07:30am – 5:30pm

☐

Preferred Days/Times Your Child Will Attend Each Week

Monday

☐

Tuesday

☐

Wednesday

☐

Thursday

☐

Friday

☐

Arrival Time

Departure Time

Child's Medical Information

Doctor's Name

Doctor's Phone Number

Child's Medicare Number

Valid To:

___ / 20 ___

Colleges need to access information from health professionals about how to manage any allergy or medical condition experienced by the child.

Allergies

☐

Yes

☐

No

(please specify any known allergies eg allergy to nuts, penicillin, insect stings, etc)

Medical Conditions

Please specify any medical conditions of which the College should be aware of including any medication taken by the child, (eg Asthma, anaphylaxis, diabetes, vision, hearing and /or prescribed medication). Include details of any medical management plan.

Dentist's name

Dentist's Phone

Dental Conditions

(Please specify any significant conditions the child has had that the College should be aware of)

Immunisation Status

(NB: Please provide a copy of the Immunisation History Statement) The Immunisation History Statement is available from:

<https://www.humanservices.gov.au/individuals/services/medicare/australian-immunisation-register/how-use-and-update-it/immunisation-history-statements>

Immunisation certificate/record provided

☐

Yes

☐

No

Inclusion Support

Indicate whether the child applying for enrolment has any known or emerging Additional Needs:

Physical Disabilities

☐

Yes

☐

No

Behaviour Needs

☐

Yes

☐

No

Toilet Trained

☐

Yes

☐

No

If you have answered Yes above, please provide full details of those needs and any support that he/she may be currently receiving (Supporting documentation must be provided)

Special Interests

All children are unique and have particular interests, talents and needs. Please share the insights you have of your child.

Court Orders (if applicable)

Are there any current Court Orders relating to the child?

☐

Yes

☐

No

If yes, copies of these court orders eg AVO's, Family Court/Federal Magistrate Court Orders or other relevant court orders must be provided)

Is there other information you wish the College to be aware of?

Billing

If parents/guardians require separate billing then an enrolment form will need to be completed for each parent/guardian.

Do you require separate billing?

☐

Yes

☐

No

Special Circumstances (if applicable)

Are there any special circumstances about the child seeking to be enrolled that the College should know prior to enrolment? (eg out of home care arranged by the state) ☐ Yes ☐ No If Yes, please provide a brief description of the circumstances.

Dietary Requirements (if applicable)

Are there any special Dietary Requirements for the child seeking to be enrolled that the College that we should know prior to enrolment? (eg vegetarian, gluten free, no nuts, etc) ☐ Yes ☐ No If Yes, please provide a brief description of the circumstances.

Parent/Guardian 1 Details (Individual Claiming CCS through Centrelink)

| | | | | | |
|---|--|--|----------------------|--------------|----------------------|
| Title | <input type="text"/> | Family Name | <input type="text"/> | Given Name/s | <input type="text"/> |
| Relationship to child | <input type="text"/> | Parent/Guardian CRN | <input type="text"/> | | |
| Address | <input type="text"/> | | | | |
| Does the child reside at this address? | <input type="checkbox"/> Yes <input type="checkbox"/> No | Date of Birth | <input type="text"/> | | |
| Phone Work | <input type="text"/> | Mobile | <input type="text"/> | | |
| Are you the preferred SMS, email and postal mail contact for the child? (for alerts, last minute changes to excursions, emergencies reports etc) | | <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| Email | <input type="text"/> | | | | |
| Occupation | <input type="text"/> | | | | |
| Employer | <input type="text"/> | | | | |

Parent/Guardian 2 Details

| | | | | | |
|---|--|--|----------------------|--------------|----------------------|
| Title | <input type="text"/> | Family Name | <input type="text"/> | Given Name/s | <input type="text"/> |
| Relationship to child | <input type="text"/> | Parent/Guardian CRN | <input type="text"/> | | |
| Address | <input type="text"/> | | | | |
| Does the child reside at this address? | <input type="checkbox"/> Yes <input type="checkbox"/> No | Date of Birth | <input type="text"/> | | |
| Phone Work | <input type="text"/> | Mobile | <input type="text"/> | | |
| Are you the preferred SMS, email and postal mail contact for the child? (for alerts, last minute changes to excursions, emergencies reports etc) | | <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| Email | <input type="text"/> | | | | |
| Occupation | <input type="text"/> | | | | |
| Employer | <input type="text"/> | | | | |

Fees 2024

Enrolment Offered & Accepted

To secure the enrolment a payment of 2 weeks' fees is to be paid on accepting the enrolment offer.

After School Care (All fees are to be fully paid two weeks in advance at all times)

Daily Rate: \$39

Weekly Rate: \$165

Vacation Care (All fees are to be fully paid two weeks in advance at all times)

Daily Rate: \$75

Weekly Rate: N/A

NOTES:

- Please contact the Assistant Director or Finance Officer if there are any difficulties in meeting payment commitments.
- Fee increases will be implemented annually effective 1 January in accordance with CPI or market rates
- Families will be provided notice of the new fee schedule no later than 1 September each year.
- The fee will be communicated with families at the time of enrolment and in the service Parent Handbook.
- Fees are automatically deducted from your nominated credit card or bank account through the the ELC's nominated direct debit system.
- A late fee of \$50 + \$1 per minute past closing time will be charged for late pick-ups after 5:30pm.

Child Attendance & Departure Notification

- It is essential for your child's safety that you notify if your child is to be absent. Please phone 08 89508618 or 08 89508611.
- Written notification is required at least two (2) weeks, or more, prior to the child's last day.

Step Parents Details (if applicable and where the student lives between two homes – shared access)

| | | | |
|-------------------------|----------------------|-------------------------|----------------------|
| Name | <input type="text"/> | Name | <input type="text"/> |
| Relationship to student | <input type="text"/> | Relationship to student | <input type="text"/> |
| Address | <input type="text"/> | Address | <input type="text"/> |
| Phone Work | <input type="text"/> | Phone Work | <input type="text"/> |
| Mobile | <input type="text"/> | Mobile | <input type="text"/> |

Emergency Contact Information (To be used in the event of an emergency if parents cannot be contacted, eg. Grandparents or friend)

I give the following emergency contacts authorisation to, either one, any or all of the following, if I cannot be contacted:

1. Collect/Deliver child;
2. Authorise an educator to take the child out of the centre;
3. Consent to medical treatment;
4. Consent to seek transportation of the child by an ambulance service;
5. Give permission to authorise the education and care service to transport the child or arrange transportation of the child.
6. Request/Permit medication to be given to child;
7. If the parents/guardians cannot be contacted, this person should be notified of an accident, injury, trauma or illness involving the child.

Emergency Contacts

| Full Name | Address | Mobile | Consent Given to: (Please indicate applicable) |
|------------------------|----------------------|-----------------------------|--|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> |
| Parent/Guardian 1 Name | <input type="text"/> | Parent/Guardian 1 Signature | <input type="text"/> |
| Parent/Guardian 2 Name | <input type="text"/> | Parent/Guardian 2 Signature | <input type="text"/> |

OFFICE USE ONLY

| | | | | | |
|----------------------|----------------------|---------------------|----------------------|--------------------------|--|
| Family code | <input type="text"/> | Student No | <input type="text"/> | All Certificates sighted | <input type="text"/> |
| Application rec'd | <input type="text"/> | Interview date/time | <input type="text"/> | Wait List | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Enrolment date | <input type="text"/> | Offer sent | <input type="text"/> | Offer accepted | <input type="text"/> |
| Two week's fees paid | <input type="text"/> | | | | |

PERMISSIONS AND CONSENT

In dealing with this application, it may be necessary for Our Lady of the Sacred Heart Catholic College or any part of the Catholic Education Office, Darwin to look at documents held by previous ELC's, health care professionals or other government agencies. This information will be collected, used and stored consistent with the Privacy Act 1988, NT of Australia Information Privacy Act 2002 & Privacy Amendment (Enhancing Privacy Protection) Act 2012. The consent of the owner of the information, while not always necessary, is appreciated and will speed up the assessment of the application.

In accordance with the Enrolment Guidelines and Support Procedures of the Catholic Education Office and the Catholic Education Northern Territory Privacy Policy – Diocese of Darwin, permission must be given by the parent/s or guardian/s of a child to allow the principal or representative to contact, collect and record any relevant information (either orally or via documentary material or report) about the child. To comply with the privacy act 2000 and current NT law I understand that my child's records will be stored in a confidential file, and be permanently archived after he/she has left the Early Learning Centre. Any personal information will be stored, used and disclosed in accordance with the requirements of the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

| | | | |
|-------------------|--|----------------------|--|
| Child Name | <input style="width: 95%;" type="text"/> | Year of Entry | <input style="width: 95%;" type="text"/> |
|-------------------|--|----------------------|--|

PHOTOGRAPH/ VIDEO PERMISSIONS ☐ Yes ☐ No

1. I/We give permission to the College and Catholic Education Office NT to publish or use for training purposes any College related material by or about my child, including photographs and or videos in print and online promotional, marketing, media and educational material (eg newsletters, websites, social media, newspapers and publications) without acknowledgement, remuneration or compensation.
2. I/We understand and agree that if I/We do not wish to consent to my/our child's photograph/video appearing in any or all of the publications above, or if I wish to withdraw this permission, it is my responsibility to notify the College in writing. I/We understand that, without this permission to publish our child will not be included in the College photographic records (ie. yearbook, newsletters, class activities, etc.) and will not be included in class photos.

FIRST AID AND MEDICAL TREATMENT ☐ Yes ☐ No

1. I/We give permission to the College to administer minor and basic first aid if required.
2. I/We give permission to the College to administer medication, supplied in original packaging with child's name and DOB, and accompanied by a medical certificate.
3. I/We give permission to authorise the College staff to seek medical attention for my child should a medical emergency arise. This may include transport to the nearest hospital, medical centre or doctor by ambulance or private vehicle and;
4. I/We agree to meet all costs.

TERMS & CONDITIONS OF STUDENT ENROLMENT

Definitions

1. "Agreement" means a Child Enrolment Contract.
2. "Early Learning Centre", "ELC", "Outside School Hours Care", "OSHC", "Vacation Care" and "College" mean a Diocese of Darwin Catholic systemic school.
3. "Fees" based on child care subsidy.
4. "Principal" includes any designated appointee who is for the time being carrying out the duties or exercising the authority of the principal.
5. "Parent/Guardian" is the parent(s) and/or legal guardian named in the application.
6. "Rules" includes National Law, National Regulations and Catholic Education Northern Territory (CENT) Prescribed Policies as designated by the approved Provider from time to time.

Parent/Guardian Responsibilities

- 1.1 The parent/guardian accepts that he/she is primarily responsible for the conduct, attitudes and general education of the child while the child is enrolled at a Catholic OSHC/Vacation Care in the Diocese of Darwin.
- 1.2 The parent/guardian agrees to support the Catholic ethos of the College in the education of the child.
- 1.3 The parent/guardian agrees not to engage in social media or allow children to engage in social media that disparages or brings the College or its employees into disrepute. Further, the parent/guardian acknowledges the right of the College to suspend or terminate an enrolment in the event that social media statements are made that defame or disparage the College, employees or the Catholic Church.
- 1.4 The parent/guardian understands that photographs containing other children should not be posted without the express consent of the other child/s' parent.
- 1.5 The parent/guardian agrees to show proper care and regard for College property and the property of others.
- 1.6 The parent/guardian agrees to abide to all work, health and safety obligations.
- 1.7 The parent/guardian agrees to abide by the rules and regulations of the College including those pertaining to the program set for OSHC/Vacation Care, sport, pastoral care, discipline and the general operation of the College. The parent/guardian further agrees that he/she will undertake to be conversant with the policies, regulations and dress codes in place at the College and that all rules may be altered or added to at any time by announcement in a note sent to parents/guardians, in the College newsletter or by publication on the College website or School Stream app.
- 1.8 The parent/guardian agrees to raise any concerns about the College in accordance with the College and Catholic Education Office policy and procedure. The parent further agrees to make no comments about the College or any staff or community member, which would bring the College, its staff or community reputation into disrepute, defame, or humiliate individual staff members.
- 1.9 The parent/guardian agrees to refrain from actions and behaviours that constitute bullying, harassment, vilification and discrimination.
- 1.10 The parent/guardian agrees to refrain from offensive, insulting or derogatory language or conduct.
- 1.11 The parent agrees to appropriate behaviour and conduct in relation to standards of dress, and behave lawfully in regards to smoking, consumption of alcohol and use and or possession of illicit substances on College grounds or at authorised College events.
- 1.12 The parent/guardian agrees to provide the College with all information of a medical, psychological or social nature which may be relevant to the child's welfare and education and that any update to this information will be provided promptly throughout the period of enrolment.
- 1.13 The parent/guardian will support the pedagogical methodology, including the use of technology in the delivery of the curriculum and other educational outcomes.

Child Activities

- 2.1 The parent/guardian consents to the child attending and participating in excursions and activities during and out of OSHC/Vacation hours as required, in accordance with the program. The Parent will ensure that the child is available, if requested, to attend certain events, e.g. excursions in and around Alice Springs. The parent consents to the College transporting the child off site, as necessary for any OSHC/Vacation Care related activity, within Alice Springs.

Risk and Insurance

- 3.1 The College accepts no liability for the loss of personal effects while the child is on site or participating in activities off site.
- 3.2 The College does not insure the child's property of any description. It is the responsibility of the Parent to take action in this respect if the Parent considers insurance cover desirable.
- 3.3 The College provides limited personal accident insurance for the child (through Catholic Church Insurance CCI) while on College grounds during School hours, or after hours functions or on any sanctioned College Events, whether at School or on excursion and recommends that where further cover is required, the parent take out such cover.
- 3.4 The parent/guardian will be responsible for all breakages and damage to College property caused by the child.

Fees

- 4.1 The parent/guardian jointly and severally accepts responsibility for the payment of fees and other costs associated with the education of the child as determined and amended from time to time by the College (except where exemptions/remissions have been sought and granted) throughout the period of enrolment.
- 4.2 The parent/guardian agrees to abide by the terms for payment of Fees and Charges as outlined in this application, and will pay punctually, as they fall due, all fees and expenses.
- 4.3 The parent/guardian agrees to have all fees fully paid two weeks in advance at all times.
- 4.4 The parent/guardian agrees to provide a minimum of two weeks' notice of intended departure.
- 4.5 The parent/guardian understands that a late fee of \$20 + \$2 per minute past closing time will be charged for late pick-ups after 5:30pm, and will pay punctually on receipt of invoice.
- 4.6 The parent/guardian understands that fees are automatically deducted from the nominated credit card or bank account through the the ELC/OSHC/Vacation Care's nominated direct debit system.
- 4.7 Where more than one parent/guardian is a party to this agreement, each parent is aware of the fee billing arrangements nominated in the application and that the parties nominated are liable for payment of all fees and charges levied by the College from time to time.
- 4.8 Applications to vary responsibility for the payment of fees must be in writing and agreed to by all parties, or subject to a legal agreement.
- 4.9 In the event of default of fee payment, the College may refer the matter to a debt collection agency and/or credit reporting agency. Any costs associated with the recovery of the debt are the responsibility of the parent/guardian.

Privacy

- 5.1 The parent agrees to the Standard Collection Statement as contained in the Enrolment Application and agrees to its terms including alterations made from time to time.
- 5.2 Our Lady of the Sacred Heart Catholic College Privacy Policy is available on our website: www.olshalice.catholic.edu.au/privacy-policy

Miscellaneous

- 6.1 If the child is unable to attend through illness or other reasonable excuse, the Parent will inform the OSHC by phoning/emailing on the morning of the absence. The parent will notify the OSHC in writing of any extended absences for whatever reason.
- 6.2 If any medical or other emergency arises in which the director/principal considers it impossible or impractical to communicate with the parents/guardians/emergency contacts of the child, the director/principal or his/her designated appointee is authorised to act as he/she may think necessary or expedient having regard to the best interests of the child and the child's health, safety and protection.
- 6.3 The College will promote the best interests of the child at all times and will remain impartial in the event of any matrimonial or custodial disputes. Generally, the College has no obligation and is not responsible for enforcing a parenting or other applicable Court Order, for example, monitor which parent is scheduled to collect a child after the conclusion of College. The parent will refrain from asking the College to intervene or be involved in any parenting proceedings.
- 6.4 Where more than one parent/guardian is a party to this agreement the College may act on the instruction of the residential parent/guardian at the time unless a valid order of the Court states otherwise.
- 6.5 The principal and the Catholic Education Office each has the right at their discretion to close the College during any emergency which affects the College, during such time and in such circumstances as the principal and Catholic Education Office think fit without creating any right to a refund of any fees paid or payable.
- 6.6 The College may survey and interview children and parents/guardians for the purpose of its own research in accordance with the Standard Collection Notice.

These terms and conditions are subject to alteration from time to time. Any alterations will be notified to parents/guardians in writing. Continuing enrolment of a child at the OSHC/Vacation Care following the receipt of such notice shall be deemed to constitute acceptance of the revised terms and conditions. Signing the parent agreement and declaration on the following page constitutes agreement with the terms and conditions above.

PARENT ENROLMENT AGREEMENT AND DECLARATION

Agreement between Our Lady Of The Sacred Heart Catholic College Outside School Hours Care and Vacation Care and parent/s/guardian/s of:

Please insert child's name

Agreement and Declaration:

1. I /We acknowledge and understand that this Agreement is in force ONLY after I/We formally accept an offer of enrolment from the College.
2. I/We have read all of the information in the enrolment form.
3. I /We have read and agree to each of the Terms and Conditions of child enrolment as outlined in this application form. Failure to comply may result in the termination of the child/family enrolment.
4. I/We have indicated our permissions/consent for our child in relation to various College matters and agree to indicate to the College in writing if these circumstances change.
5. I/We understand and support the Catholic ethos of the College and agree to abide by the rules and regulations of the College including those pertaining to program of studies, sport, pastoral care, College uniform, discipline and the general operation of the College.
6. I/We undertake not to engage in social media or allow our children to engage in social media that disparages or brings the College or its employees into disrepute. Furthermore, I / we acknowledge the right of the College to suspend or terminate my/our child(ren)'s enrolment from the College in the event that social media statements are made that defames or disparages the College employees or the Roman Catholic Church.
7. I/We agree to honour the financial commitments required by the College as per any scheduled fees and charges as determined and amended from time to time by the College.
8. I/We understand that the information that I/we have provided must be kept up to date throughout the period of enrolment eg. change of address, court orders.
9. I/We agree to support our child's participation in the religious life of the College (eg. College liturgies).
10. I/We agree if my/our child should require urgent medical treatment, the College staff are authorised to seek medical attention. This may include transportation to the nearest hospital, medical centre or doctor by ambulance or private vehicle and I/we agree to meet all costs.
11. I/We agree to the College pedagogical methodology, including the use of technology in the delivery of curriculum and other educational outcomes.
12. I/We have read the Standard Collection Notice about the collection and management of the personal information.
13. I/We declare that the information provided in the Enrolment Application is, to the best of my/our knowledge and belief, accurate and complete. I/We recognise that, should statements in this application later prove to be false or misleading, any decision made as a result of this application may be reversed, amended or revoked.
14. I/We understand that an offer of enrolment from any OSHC/Vacation Care/College in the Diocese of Darwin does not constitute acceptance into any other OSHC/Vacation Care within the diocese.

College Name:

Our Lady of the Sacred Heart Catholic College Outside School Hours Care and Vacation Care

Parent/Guardian 1

Name:

Signature:

Date:

Parent/Guardian 2

Name:

Signature:

Date:

STANDARD COLLECTION NOTICE

| | |
|----|---|
| 1 | The school (the Diocese both independently and through its schools) collects personal information, including sensitive information about students and parents or guardians before and during the course of a student's enrolment at the school. This may be in writing or in the course of conversations. The primary purpose of collecting this information is to enable the school to provide schooling to the student and to enable them to take part in all the activities of the school. |
| 2 | Some of the information we collect is to satisfy the school's legal obligations, particularly to enable the school to discharge its duty of care. |
| 3 | Laws governing or relating to the operation of a school require certain information to be collected and disclosed. These include relevant Education Acts and Public Health and Child Protection Laws. |
| 4 | Health information about students is sensitive information within the terms of the Australian Privacy Principles under the Privacy Act. We may ask you to provide medical reports about students from time to time. |
| 5 | If we do not obtain the information referred to above, we may not be able to enrol or continue the enrolment of your son/daughter. |
| 6 | The school from time to time may also collect and disclose personal information about current or prospective students in accordance with the Education Act or child protection legislation.* |
| 7 | The school may disclose and/or receive relevant personal information to/from debt collection agents and credit reporting agencies. |
| 8 | Personal information collected from students is regularly disclosed to their parents or guardians. On occasions, personal information disclosed to a school counsellor may be disclosed to others who have a legal obligation to receive it without betraying a confidence. However, there will be some occasions where it is necessary to directly pass on material which relates to the wellbeing of a student of the school |
| 9 | Schools may also disclose information under public health and child protection laws or in circumstances where there is a serious threat to an individual's life, health or safety. |
| 10 | The school may store personal information in the 'cloud', which may mean that it resides on servers, which are situated outside Australia. |
| 11 | Parents may seek access to personal information collected about them and their son/daughter by contacting the school principal. Students may also seek access to personal information about them. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the school's duty of care to the student or where students have provided information in confidence. |
| 12 | <p>The CENT Prescribed Policy sets out how you may complain about a breach of privacy and how the school will deal with such a complaint. There is a legal responsibility to notify the Regulatory Authority of certain matters within a stated time frame. One of these matters is where a complaint is made in relation to either of the following: a) a complaint alleging that the safety, health or wellbeing of a child was or is being compromised and b) that the law has been breached.</p> <p>CENT takes complaints about the service, its staff, educators, practices and procedures seriously. There are processes in place to ensure all grievances and complaints are addressed, investigated fairly and documented in a timely manner. Please see service complaint procedure.</p> |
| 13 | The ELC from time to time engages in fundraising activities. Information received from you may be used to make an appeal to you. It may also be disclosed to organisations that assist in the ELC's fundraising activities solely for that purpose. We will not disclose your personal information to third parties for their own marketing purposes without your consent. |
| 14 | On occasions, information such as student activities/achievements and similar news is published in ELC/College newsletters and magazines and on the College's intranet, website and social media sites. Photographs of child activities such as sporting events and ELC excursions may be taken for publication in ELC/College newsletters and magazines and on our intranet, website and social media sites. |
| 15 | If you provide the school with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the school and why, that they can access that information if they wish and that the school does not usually disclose the information to third parties. |

* If appropriate

Direct Debit Request Service Agreement

HubHello Pty Ltd

Suite 309 Exchange Tower 530 Little Collins Street Melbourne VIC, 3000

1300 769 110

Overview

This is your Direct Debit Service Agreement with **HubHello Pty Ltd** **ACN 160 176 018**. It explains 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.

Please keep this agreement 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 authorisation.

Definitions

- **account** means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.
- **agreement** means this Direct Debit Request Service Agreement between *you* and *us*.
- **banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.
- **debit day** means the day that payment by *you* to *us* is due.
- **debit payment** means a particular transaction where a debit is made.
- **direct debit request** means the Direct Debit Request between *us* and *you*.
- **us** or **we** means **HubHello**, (the Debit User) *you* have authorised by requesting a *Direct Debit Request*.
- **you** means the customer who has signed or authorised by other means the *Direct Debit Request*.
- **your financial institution** means the financial institution nominated by *you* on the DDR at which the account is maintained.

1. Debiting your account

- 1.1 By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds 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*.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

or

We will only arrange for funds to be debited from your account if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.

- 1.3 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*.
- 1.4 ‘HUBHELLO CHILDCARE’ for Credit Card or Debit Card debits or ‘HUBHELLO CCARE’ for bank account (BSB and Account Number listed) debits, will appear as the transaction reference on *your* nominated debiting account statement.

**Please note, your bank or credit card issuer may also apply extra wording on your statement notation such as physical location details eg: ‘Upper Mt Gravatt Qld’*

2. Amendments by us

- 2.1 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.

3. Amendments by you

- 3.1 You may change*, stop or defer a debit payment, or terminate this agreement by contacting your service with at least 7 days
or
- 3.2 Arranging it through your own financial institution, which is required to act promptly on your instructions.

*Note: in relation to the above reference to ‘change’, your financial institution may ‘change’ your debit payment only to the extent of advising HubHello of your new account details.

4. Your obligations

- 4.1 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*.
- 4.2 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*.
- 4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct
- 4.4 It is *your* obligation to ensure *you* discuss any/all associated direct debit transaction fees/charges with *your* service provider.

5. Dispute

- 5.1 If *you* believe that there has been an error in debiting *your* account, *you* should notify HubHello directly 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 directly with *your* financial institution.

- 5.2 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.
- 5.3 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.

6. Accounts

You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available through BECS 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.

7. Confidentiality

- 7.1 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.
- 7.2 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).

8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to HubHello at: ipay@hubhello.com
- 8.2 We may send notices either electronically to your email address or by ordinary post to the address you have given us.
- 8.3 Any notice will be deemed to have been received on the third banking day after emailing or posting.