

# Update of Details Form

This form is used to update any details that may have changed since you completed the Enrolment Booklet. Select the “Yes” checklist box for any details you need to update and provide the new information. Please return the form by

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## Privacy Data Collection Statement

C&K uses personal and sensitive information (as defined in the Privacy Act 1988) provided by you in this Enrolment Booklet to complete the enrolment of your child in a C&K centre, determine any potential fee rebates, establish your preferred fee payment options, and identify any additional services and information needed to support your child’s enrolment and attendance. We also use this information to set up your access to approved third-party software providers we use to deliver services to you, such as providing you with Customer Account Statements ([Parent Portal](#)), ad hoc online booking requests ([ChildcareNow](#)) and online learning stories ([StoryPark](#)).

To complete your child’s enrolment, the requested information is required by the [National Law, Education and Care Services National Law \(Queensland\) Act 2011](#), [Education and Care Services National Regulations \(2011\)](#), and C&K. If you choose not to provide us with the requested information, we may not be able to enrol your child.

We will not use or disclose your personal information for any other purpose unless you have consented, you would reasonably expect us to disclose the information for another purpose, or we are required by law.

In order to store your personal information electronically, C&K may disclose your information, in accordance with this notification and our [Privacy Policy](#), to overseas data storage recipients located in the United States and other countries. C&K is reasonably satisfied that these countries and recipients have similar privacy protections to those afforded under Australian law.

The C&K [Privacy Policy](#) contains information about how C&K uses and stores your personal information, how you can access and correct your personal information and make a privacy-related complaint and the C&K’s complaint handling process. To access or update your personal information, please contact your centre directly, or for more information on our privacy obligations, please contact our Privacy Officer via email [privacy@candk.asn.au](mailto:privacy@candk.asn.au).

### Disclosure of personal information

I **understand** the Privacy Data Collection Statement included with this Enrolment Agreement and acknowledge the information I share with the centre about my child, my child’s parent/guardians and my child’s attendance will be shared with authorised third parties in accordance with this statement.

Yes



# 1. Getting to know your child

Your child's name: .....

Does your child identify as Aboriginal and/or Torres Strait Islander? (no evidence required):

- No    Aboriginal    Torres Strait Islander
- Aboriginal and Torres Strait Islander    Decline to answer

Has your child's residential address changed?  **Yes**

.....

Has your child's family life significantly changed e.g. new sibling, marriage separation, living arrangements?  **Yes**

Additional paperwork may be required, including copies of parenting plan/ court orders, etc.

.....

.....

Do you have any concerns regarding your child's learning, development or behaviour?  **Yes**

.....

.....

## 2. Free Kindy

Free Kindy supports centres with the cost of delivering an approved kindergarten program. If your child is of eligible age, that is, turning four by 30 June in the year they attend kindergarten, our centre may be able to claim Free Kindy for your child.

Only one centre can claim Free Kindy for your child so you need to nominate our centre to receive it here. If you do not nominate our centre, you will not be eligible for Free Kindy at our centre.

If your eligible age child is enrolled in two Child Care Subsidy (CCS) approved childcare centres or two sessional kindergartens for the same enrolment period, you can choose which centre receives the funding.

If your eligible age child is enrolled in two different care types (for example a sessional kindergarten and a Child Care Subsidy (CCS) approved childcare), you must nominate the sessional kindergarten to receive Free Kindy.

### Would you like to nominate our centre to claim QKF?

**Yes** - if eligible at this centre

**No** - we are claiming Free Kindy elsewhere. Please specify the type of care you are claiming Free Kindy at:

Child Care Subsidy (CCS) approved centre

Sessional kindergarten

### Concession eligibility: Please inform us if you are eligible for any of the following concessions.

a. Do you or your child have a current approved Health Care Card\*, letter stating the intent to issue a Health Care Card, Pensioner Concession Card, Veterans' Affairs Health Gold Card or White Card?

**Yes**

**No**

\*Health Care Card - child must be named on the card with a valid expiry date.

b. Do you have evidence of formal foster or kinship care arrangements or a child who is identified as living in a formal child protection out-of-home care arrangement?

**Yes**

Please provide a copy of the Authority of Care Order.

Order start date ..... Order end date .....

c. Do you have three or more children of the same age, enrolled in the same kindergarten year?

**Yes**

**No**

d. Has your family entered Australia under a visa or in the process of seeking a visa?

**Yes**

**No**

If Yes, provide a copy of the current applicable visa, immigrant document or ImmiCard and the following information:

Names on Visa .....

Visa number .....

Valid from ..... Valid to .....

Type of Visa .....

### 3. Child Care Subsidy (CCS)

The Child Care Subsidy (CCS) is an Australian Government subsidy that offers different levels of financial assistance to help cover the cost of childcare for Australian families. For more information, please visit, Services Australia ([www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au)).

Please be aware that CCS can only be claimed at C&K childcare centres, extended hours kindergarten and outside school hours care.

#### Have you applied for the Child Care Subsidy (CCS)?

Yes

Who is the nominated parent/guardian for CCS? This should be the primary parent/guardian on this form:

.....

## 4. Parent/guardian details

**Important: Each custodial parent/guardian must be listed in this section. If there are any court orders or directives in place regarding your child, each parent/guardian who has responsibility for decisions relating to the child's education must be listed.**

Please immediately inform our centre in writing, by completing another Update of Details Form, of any change to this information. If you have any questions or concerns, please contact our centre.

Have any of the parent/guardian details changed?  Yes

### Primary parent/guardian

Primary guardian is the person responsible for payment of fees and/or registered with Centrelink for CCS.

First name: ..... Middle name(s): .....

Last name: ..... Preferred name: .....

Relationship to child: ..... CRN (if applicable): .....

Do you identify as Aboriginal and/or Torres Strait Islander? (no evidence required)

No  Aboriginal  Torres Strait Islander

Aboriginal and Torres Strait Islander  Decline to answer

Has your home and/or postal address changed?  Yes  No

If **Yes** record current details:

Address: .....

Suburb: ..... State: ..... Postcode: .....

Home phone: ..... Mobile phone: .....

Preferred phone: ..... Email address: .....

Has your workplace changed?  Yes  No

If **Yes** record current address:

Occupation: .....

Name of workplace: .....

Work phone: .....

If you are a C&K employee, please add your staff number here: .....

I consent to C&K disclosing my personal information to my child's other Parent/Guardian, if they request a copy of our child's documentation, including but not limited to the child's Enrolment Booklet, Additional Contact Forms, Sign In/Sign Out Records, Incident Reports, Administration of Medication Record, and the requested documentation contains my personal information.

Yes  No

## 4. Parent/guardian details (continued)

### Parent/guardian 2

First name: ..... Middle name(s): .....

Last name: ..... Preferred name: .....

Relationship to child: ..... CRN (if applicable): .....

Do you identify as Aboriginal and/or Torres Strait Islander? (no evidence required)

No  Aboriginal  Torres Strait Islander

Aboriginal and Torres Strait Islander  Decline to answer

Has your home and/or postal address changed?  Yes  No

If **Yes** record current address:

Address: .....

Suburb: ..... State: ..... Postcode: .....

Home phone: ..... Mobile phone: .....

Preferred phone: ..... Email address: .....

Has your workplace changed?  Yes  No

If **Yes** record current details:

Occupation: .....

Name of workplace: .....

Work phone: .....

If you are a C&K employee, please add your staff number here: .....

## 5. Additional contacts/authorised persons

**Government regulations state child enrolment records must include the contact details for the emergency/authorised persons to collect the child. When collecting your child, additional contacts/authorised persons will need to present appropriate photo ID to prove their identity. For more information please refer to the Arrival, Departure and Access Procedure or contact your centre.**

Please note, emergency contacts should be 18 years or older. Any proposed arrangements involving contacts aged between 12 and 18 will require C&K's permission. Please ensure you advise your additional contacts that C&K may contact them in the event of an emergency situation.

Have there been any changes to your child's additional contacts/authorised persons?  Yes

### Additional Contact 1

First name: ..... Middle name(s): .....

Last name: ..... Preferred name: .....

Relationship to child: ..... Date of birth: .....

Gender:  Female  Male  Non-Binary/Unspecified

Home address: Street Number: ..... Street Name: .....

Suburb: ..... State: ..... Postcode: .....

Home phone: ..... Mobile phone: .....

Preferred phone: ..... Work phone: .....

Email address: .....

This person is aware that I am nominating them as an additional contact for my child and that I am providing their personal information to your centre for this purpose.

Yes  No

I authorise Additional Contact 1 to (select all that apply):

Deliver and collect my child from this centre

Be notified of any emergency involving my child if I cannot be immediately contacted

Consent to medical treatment including the administration of medication to my child if I cannot be immediately contacted

Authorise a teacher/educator to take my child outside this centre and to transport my child or arrange transportation of my child (e.g. an excursion).

## 5. Additional contacts/authorised person (continued)

### Additional Contact 2

First name: ..... Middle name(s): .....

Last name: ..... Preferred name: .....

Relationship to child: ..... Date of birth: .....

Gender:  Female  Male  Non-Binary/Unspecified

Home address: Street Number: ..... Street Name: .....

Suburb: ..... State: ..... Postcode: .....

Home phone: ..... Mobile phone: .....

Preferred phone: ..... Work phone: .....

Email address: .....

This person is aware that I am nominating them as an additional contact for my child and that I am providing their personal information to your centre for this purpose.

Yes  No

I authorise Additional Contact 2 to (select all that apply):

Deliver and collect my child from this centre

Be notified of any emergency involving my child if I cannot be immediately contacted

Consent to medical treatment including the administration of medication to my child if I cannot be immediately contacted

Authorise a teacher/educator to take my child outside this centre and to transport my child or arrange transportation of my child (e.g. an excursion).

## 6. Medical, health and wellbeing

Has your child's doctor changed?  Yes

### Child's Doctor

Name: .....

Address: .....

Phone: ..... Email: .....

### Immunisation

Has your child's immunisation status?  Yes

C&K collects information regarding your child's immunisation status. In the event of a disease outbreak, it helps us quickly identify children who have not been immunised who may need to be temporarily excluded from the centre, until the risk of infection has passed.

In the unlikely event of vaccine-preventable disease, Queensland Public Health may advise C&K that children who have not been immunised may need to be temporarily excluded from the centre. If this happens and your child is not immunised, your child may not be able to attend.

Has your child received ALL of the recommended immunisations for their age?  Yes

Regardless of the option selected above, please provide a copy of your child's official immunisation record which can be obtained from [Medicare Online \(https://my.gov.au\)](https://my.gov.au) or the [Australian Childhood Immunisation Register \(www.servicesaustralia.gov.au\)](http://www.servicesaustralia.gov.au), or a letter from a registered General Practitioner or Immunisation Nurse.

If your child's immunisation records are from another country or your child was immunised in another country please seek advice from a Medical Practitioner.

### Medical conditions

Does your child have a newly diagnosed medical condition?  Yes

C&K is committed to supporting the inclusion of children with medical conditions. We follow our Medical Conditions Procedure (available on our website). If your child has a diagnosed medical condition/s, we require a copy of your child's current Medical Management Plan\* and a meeting with you to complete additional paperwork prior to your child's first day. It is important to know that our employees may need to undertake specialist training before your child can start.

Does your child have, or are they at risk, of any of the following medical conditions?  Yes

Select "Yes" for all that apply, as diagnosed by a medical practitioner. Please provide more information and a current Medical Management Plan.\*

#### Anaphylaxis

Yes

#### Asthma

Yes

Reminder: If your child has any of these conditions our employees may need to undertake specialist training before your child can start.

## 6. Medical, health and wellbeing (continued)

Diabetes

Yes

Epilepsy

Yes

Allergy

Yes

Other medically diagnosed medical condition(s)

Yes

Medication

Yes

**Specialised Health Procedures**

Does your child require a specialised health procedure to be administered while attending the centre?  
e.g. medication administered by injection (except for EpiPen), tube feeding, tracheostomy care.

Yes

**Hospitalisation**

Has your child ever been hospitalised?

Yes

\*Medical Management Plans must be signed by a registered medical practitioner and dated within the last six (6) months.

**Dietary requirements or restrictions**

Does your child have any specific dietary requirements or restrictions?

Yes

**Additional needs**

## 6. Medical, health and wellbeing (continued)

C&K collects information regarding your child's additional needs. It helps us plan a positive and supportive transition for your child into our centre. Has your child been assessed, identified and/or diagnosed with a:

- disability or impairment  Yes
- gift or talent  Yes
- learning, speech, language developmental disorder or difficulty  Yes
- behavioural and/or emotional difficulty or disorder  Yes

Is your child currently undergoing specialist assessment for a suspected additional need?  Yes

Does your child currently have a National Disability Insurance Scheme (NDIS) plan or access support through the NDIS?  Yes

## 7. Living and care arrangements

Have there been any changes to your child's living and care arrangements?  Yes

C&K acknowledges that each family's living and care arrangements are unique. Please provide the centre with copies of any court orders, parenting orders, parenting plans and/or other official directives relating to you or your child that we need to be aware of, to best support your child.

Are you the parent/guardian (see pg. 3 glossary of terms) of the child?  Yes

Are there any applications before any court relating to parenting arrangements regarding this child?  Yes

Are there any court orders, parenting orders and/or parenting plans or other directives in place that name the child?  Yes

If **Yes**, please provide copies of all relevant documentation

Does anyone else have day-to-day care of the child being enrolled, who is not a parent/guardian or specified in a court order, parenting order and/or parenting plan or other directive?  Yes

Is there anyone legally denied access to the child?  Yes

If **Yes**, please provide copies of all relevant documentation and list them below:

Name ..... Relationship to child .....

Name ..... Relationship to child .....

Name ..... Relationship to child .....

Name ..... Relationship to child .....

Please provide further information for the sections you answered **Yes** to:

## 8. Enrolment Agreement

### Terms

I agree to abide by these enrolment agreement terms and to ensure that my authorised contact persons will also abide with these terms.

I confirm I have lawful authority and/or parental responsibility for the child nominated in this Update of Details Form.

I confirm the information provided in this Update of Details Form is true and correct and can be relied upon by C&K.

I agree to promptly notify C&K if there is any change to the information provided, by completing another Update of Details Form, including but not limited to additional contacts/authorised persons, medical conditions and living and care arrangements.

### Update of Details Form

I confirm the information provided in this Update of Details form is true and correct and can be relied upon by C&K.

I agree to promptly notify C&K in writing, by completing another Update of Details Form, of any change to the information provided, including but not limited to additional contacts/authorised persons, medical conditions and living and care arrangements.

### Policies

I acknowledge that key C&K policies and procedures for families are available to access online ([www.candk.asn.au/policies](http://www.candk.asn.au/policies)) and at each centre.

I acknowledge that I and my authorised contacts will abide by the C&K policies and procedures, including but not limited to the C&K Parental Code of Conduct and Privacy Policy.

### Attendance

I accept the services and facilities that C&K provides to care for my child.

I will ensure that my child is delivered to and collected from the centre by myself or my authorised contact, and my child is:

- a. handed over to a centre employee, and
- b. signed in on delivery to, and signed out on collection from, the centre.

I acknowledge C&K may refuse any person from collecting my child if the situation at the time of collection is deemed to place the child at risk.

### Enrolment

I understand that my child's enrolment is confirmed on the date that an online confirmation of enrolment email is sent from C&K to the email address that I have provided in this form.

I understand that upon my enrolment confirmation, there is no cooling off period and a one-off non-refundable enrolment fee (where applicable) will be charged to my account and deducted from my nominated payment method and will require payment even if that enrolment is later cancelled.

I agree that my child's enrolment with C&K starts on the commencement date and continues until terminated in accordance with C&K policy.

### Medical conditions

I accept a decision made by C&K that my child is contagious or too ill to attend a centre is final. I agree to collect my child promptly after being informed of such a decision.

I agree to provide C&K with my child's current and any updated medical information, including any new or changed diagnosis, Medical Management Plan, treatment plan or medication. I further acknowledge that it is my responsibility to provide the centre with replacement medication prior to its

## 8. Enrolment Agreement (continued)

expiry or usage completion and that that my child is unable to attend if the required medications are not provided.

I acknowledge that in order to comply with relevant legislation, if my child has a medical condition, their enrolment will only be able to commence once all required Medical Condition procedural steps have been followed.

### Immunisation

I understand that in the unlikely event of vaccine-preventable disease and my child has not been immunised, my child may need to temporarily excluded from the centre, if that is the advice provided to C&K by Queensland Public Health.

I understand I remain responsible for the payment of fees for any booked days my child is unable to attend.

### Absences

I will promptly notify the centre if my child will be absent and the reason for the absence.

I will promptly notify the centre when my child is suspected of having, or is diagnosed with, an infectious illness.

I understand that fees will continue to be charged for days when my child is absent.

### Child protection

I understand that C&K employees will make a report to the appropriate authorities if they suspect that a child at the centre has experienced or is experiencing physical, sexual, or emotional harm or is at significant risk of experiencing physical, sexual, or emotional harm or neglect as a result of parent/guardian action or inaction. I further understand that C&K employees are not obliged to inform me if a report has been made.

### Fees and government subsidies

I acknowledge the C&K Fee Policy ([www.candk.asn.au/policies](http://www.candk.asn.au/policies)) contains important information in relation to the payment of fees and cancellation of my child's enrolment.

I confirm I have read and agree to abide by the C&K Fee Policy, which is available online and at the centre.

I understand and acknowledge that fee information for each C&K centre is available on C&K's website.

I understand and acknowledge that at C&K centres, where Child Care Subsidy (CCS) can be claimed, C&K can only apply any government subsidies towards my fee payments once I have confirmed my child's enrolment with Services Australia.

I understand and acknowledge that, at C&K centres where Child Care Subsidy (CCS) can be claimed, I may not be able to claim CCS for any absences before my child physically attends for the first time, or after the last day my child physically attends the centre. I will need to pay full fees for these days.

I agree to pay all fees payable for my child during my child's enrolment, at regular intervals as per the agreed billing cycle.

I acknowledge fees are payable even if my child does not attend due to illness, holidays, public holidays, or any other reason.

I understand that C&K will provide me with a Customer Account Statement showing my fees owing. I acknowledge I can access my Customer Account Statement anytime online via my Parent Portal account.

I agree to promptly notify C&K in writing if my financial circumstances change and I cannot pay my fees.



## 8. Enrolment Agreement (continued)

I acknowledge and understand that in the case of non-payment, any enrolment information specifically required for the purpose of debt recovery and identification of individuals in default may be forwarded to a collection agency for legal recovery action which may affect my credit history. I agree to pay for any costs associated with debt collection action taken when my account remains unpaid or in arrears.

I acknowledge that any refund that may be owed to me, will be processed in accordance with C&K's Fee Policy.

### Liability

C&K excludes all implied conditions and warranties from these Enrolment Agreement terms except any condition or warranty (such as conditions and warranties implied by legislation) which cannot, by law, be excluded. The C&K liability in respect of the services is limited to:

- i. supplying of the services again; or
- ii. payment of the cost of having the services supplied again.

I acknowledge that, to the maximum extent permitted by law, C&K excludes all liability for any costs, expenses, losses and damages suffered by me, whether that liability arises in contract, tort (including by C&K's negligence) or under the statute in connection with its provision of the services. Without limitation, C&K will in no circumstances be liable for any indirect or consequential losses, including loss of profits, loss of revenue and loss of business opportunity.

C&K accepts no responsibility for any loss or consequences if your child has not been vaccinated in accordance with the National Immunisation Program Schedule on the [Immunise Australia Program website \(www.health.gov.au/health-topics/immunisation\)](http://www.health.gov.au/health-topics/immunisation).

### Governing laws

The laws of Queensland where my child is enrolled apply to these Enrolment Agreement Terms and any services provided by C&K.

### Correct and up-to-date information

I confirm the information I have provided in this form is true and correct.

I acknowledge that it is my responsibility to inform the centre, in writing, if any information requires updating, including additional contact and authorised contact information.

Parent's/Guardian's name:  
.....

Parent's/Guardian's name:  
.....

Parent's/Guardian's signature:  
.....

Parent's/Guardian's signature:  
.....

Date: .....

Date: .....

For centre/office use only:

**Date of enrolment:** .....

**Date Kidsoft Updated:** .....

**Enrolment pattern details:** .....

**Scan and upload on child's Kidsoft record, save as:**  
yearmonthdate\_enrolmentupdate\_childsfirstrsurname



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