

Terms and Conditions of Enrolment

Please read these carefully

By enrolling at Keiki Early Learning, parents, guardians, authorised nominees, family members, and emergency contacts agree to the following terms:

1. Enrolment declarations are accepted on behalf of the enrolling family and any representative acting on their behalf at the service.
2. Compliance with the service's policies and procedures is a condition of enrolment. These policies are available at the service, online, or via the family handbook.
3. Inclusion, enrolment, and termination of care policies established by Keiki Early Learning must be adhered to.
4. All individuals associated with the enrolment must take reasonable care to protect the health and safety of others, communicate respectfully with staff, children, and other persons at the service, refrain from offensive or derogatory language, and avoid harassment, abuse, or threats.
5. Photographs of other children received via Xplor or taken at the service must not be shared under any circumstances.
6. Personal digital devices (including, but not limited to, phones, tablets, and smart devices) must be kept out of view while in areas where children are present or being cared for. The use of personal devices to capture images or videos within the service is strictly prohibited. Where possible, if the sign-in/out iPad is located in a space where children are present, please use the phone number and PIN entry option to complete the sign-in and sign-out process.
7. CCTV is used solely for building security. While incidental recording of children, families, and staff may occur, this is not the intended purpose. Footage is considered personal information under the Privacy Act 1988 and is stored securely in accordance with Keiki's policies. Access is restricted and only permitted with written authorisation from the Approved Provider or Nominated Supervisor for safety, compliance, or legal purposes. Cameras are not installed in bathrooms, nappy change areas, sleep rooms, or other private spaces.
8. Failure to disclose a child's diagnosed or pending medical condition (including ADHD or ASD) at any time, including enrolment or re-enrolment, may result in suspension of care until a meeting with the Coordinator is held to assess the service's ability to meet the child's needs safely.
9. The service is authorised to seek medical treatment for a child from a medical practitioner, hospital, or ambulance service if deemed necessary. Ambulance transport is also authorised.
10. All fees and charges incurred due to medical treatment and transport are the responsibility of the enrolling party.
11. Ventolin, an Epi-pen, and first aid may be administered to a child in the event of an emergency.
12. If a child becomes unwell at the service, arrangements must be made for their collection within a reasonable timeframe.
13. Children must not attend the service if displaying symptoms that may be considered contagious.
14. A current immunisation certificate (e.g., an immunisation history statement from the Australian Immunisation Register) must be provided at enrolment, re-enrolment, and upon request. Immunisation status must remain up to date according to the Western Australian schedule. Failure to provide evidence of an approved catch-up plan or exemption under the Public Health Act 2016 (WA) may result in cancellation of enrolment and applicable cancellation fees.
15. All court orders relating to the child or family must be provided to the service and kept up to date.
16. A Risk Minimisation and Communication Plan must be developed and reviewed annually in collaboration with the enrolling party to address medical conditions, health care needs, or dietary requirements, including a suitable communication strategy.
17. Where applicable, a Medical Management Plan must be provided at enrolment, upon expiry, at re-enrolment, or when changes occur. Required medication must accompany the plan. Without a current plan and medication, the child may not attend the service. Updates to medical conditions must be supported by written communication from a qualified medical practitioner.



18. Children may participate in regular evacuation drills or actual evacuations when necessary. Relocation will occur under supervision to a designated safety zone.
19. Information about the child and/or family may be shared with third parties, including emergency services and the Department of Communities, when necessary.
20. Children are placed in developmentally appropriate environments with access to indoor and outdoor spaces. Educator rosters are based on required ratios and developmental readiness: 1:4 for Babies (0–18 months), 1:5 for Toddlers (18 months–2.5 years), and 1:10 for Pre-Kindy/Kindy (2.5–5 years). Enrolment or signing of transition documents confirms the child’s readiness for their assigned room.
21. Service fees must be paid fortnightly in advance, in accordance with service policies. Non-payment may result in cancellation of enrolment and recovery action at the enrolling party’s expense.
22. Fees are payable for all scheduled attendance days, including when the child is sick, on holiday, or during public holidays.
23. Notice of cancellation must be provided in writing: four weeks for early learning and two weeks for OSHC. Flexible days are not available for early learning.
24. Full fees are payable during any period when the enrolling party is not entitled to the Child Care Subsidy.
25. If a child’s or family’s behaviour poses a risk to the safety and wellbeing of children, staff, or visitors, Keiki reserves the right to suspend or cancel enrolment or ban individuals from the service with or without notice.
26. Arrival and departure times must be accurately recorded via Xplor daily. Continued failure to sign in and out may jeopardise enrolment.
27. An educator must be notified of the child’s arrival and departure. Responsibility for the child remains with the enrolling party until handed over to a staff member and resumes upon departure.
28. The service must be notified when a child is to be collected by someone not listed on the enrolment form, in accordance with service policies and procedures.

